

GEMPLER'S®

Customer Service Representative

Who is Gempler's?

At Gempler's, our mission is to make hard work easy for small companies across the United States who grow and maintain stuff outdoors. Our passion is finding the best and most innovative products, pricing them fairly and providing our customers friendly, helpful service – every time. We speak small business because we are small business and very proud of our Wisconsin roots.

Where do we need help?

We've come a long way since Bill Gempler started his Monroe, Wisconsin tire business in 1939 making easy mobile repairs for farmers. We now sell over 20K items out of our warehouse in Janesville and have hundreds of thousands of customers who depend on us to deliver the goods. We recently purchased the company and are committed to making it the best Gempler's ever.

We are looking for a customer service representative; someone with a passion for helping our customers, is excited about our products and wants to grow with our company. A few of the highlights include placing customer orders, answering customer questions and finding solutions for our customers. We are looking for someone who appreciates our hardworking customers.

What would you be doing?

All of us wear many hats here. This role's scope will be all things Customer Service.

- Answer phone calls, emails, and chat requests in a warm and friendly manner
- Respond to customers efficiently, timely and accurately, explain possible solutions, and ensure that customers feel supported and valued.
- Treat all customers like a friendly neighbor
- Own the customer interaction from start to finish
- Engage in active listening with callers, confirm or clarify information as needed.
- Ability to be a quick thinker, research and troubleshoot
- Supports a culture of continuous improvement by identifying and suggesting process improvements.
- Positively impact the company's bottom line by problem solving and turning customers into raving fans
- Process customer requests accurately and timely while providing first-class customer service (enter order, answer product question, process a return, check order status, resolve service issue, etc.)
- Maintain customer records by updating account and order with proper notes
- Become familiar with our products (through experience and training) to assist our customers

Who are we looking for?

Well, not to put too fine a point on it, but a Rockstar who wants to be part of making Gempler's the best version of itself every day. Someone who wants to be a part of creating something special. No jerks allowed.

- High school diploma or equivalent
- Desire to help customers. Customer Service experience is a plus
- Ability to adapt/respond to different types of customers
- Knowledge of and experience using the items we sell and the customers we serve is a plus.
- Be an ambassador for our customers...share their suggestions, concerns, compliments
- Excellent verbal and written communication skills
- Ability to remain professional and courteous with customers at all times
- Ability to support and help co-workers. We're a small company so we need to all work together.
- Demonstrate strong attention to detail, ownership and follow-thru
- Ability to multi-task, prioritize and manage time effectively
- Ability to learn and use order-entry software, internet tools and Microsoft Office