



**Job Title:** Customer Service Representative

**Job Location:** Albertson, NY 11507

**Employment Type:** Part Time

### **About Us**

Our journey began with simply a garage full of dreams in the city that never sleeps, New York City. As eager college students, we created MKC Threads with passion, and an unwavering determination to create something special through personalized products. Since 2011, our goal has always been to be more than just your average custom apparel company; we are constantly striving to improve by growing alongside our clients. Over the years of endless lessons, challenges, and countless hours, we have worked tirelessly to feel proud of every order we have fulfilled.

Innovation, trust, and commitment to our clients are our core values. As we progress, our key priorities focus on keeping up with industry standards and retaining our roots. We create not only products but treasures for your special occasion. We intend to help provide the highest quality custom products with exceptional service at competitive pricing. From the moment you contact us, an expert team member is assigned to your order. We will work closely with you throughout the process to ensure your project is carried out exactly the way you envision it. We put in a copious amount of time to help you create something special because we are more than just a vendor; we are your partners.

Our story does not only encompass us, but also the remarkable individuals who have supported MKC Threads. There are no words for the gratitude we have for the experiences and help from our community, our customers, and our amazing staff. We have purely positive anticipation for MKC Threads' future. Collectively we will grow as a family.

### **Responsibilities**

- Strong focus on customer experience
- Order processing and invoicing
- Efficiently responding to customers and ensuring that customers' needs and queries are met in a timely manner
- Processing orders from customers via Email, Facebook Messenger, etc.
- Learning company pricing for all customization processes (Embroidery, Screen Print, Direct To Garment, etc) and providing quotes to customers and helping them through the ordering process
- Keeping customers updated with regards to their orders
- Day to day communication with customers via email, Facebook Messenger, Etsy and Shopify
- Assist in problem solving and issue resolution
- Suggest improvements and develop new processes to improve the ability to serve customers
- Works with customer issues and resolves by working with other departments for corrective action
- Offer support and solutions to customers in accordance with the company's customer service policies
- Ordering proper inventory for orders in a timely manner
- Learning all the products company offers and understanding all customizing processes



### **Qualifications**

- Minimum 1-2 years in customer service and order processing experience
- Professional and courteous email/telephone manner
- Ability to multitask and demonstrate flexibility in high volume, fast-paced environment
- Excellent listening, communication, and problem solving skills
- Excellent follow-through with attention to detail
- Demonstrate ability to prioritize and multitask jobs
- Proved organizational and problem-solving skills
- Experience with Facebook, Shopify, Pirate Ship, UPS, USPS is a plus

### **Skills**

- Strong interpersonal and communication skills
- Excellent organization and administrative skills
- Strong analytical and problem solving skills
- Integrity and leadership skills
- Exemplary customer care skills
- Strong computer skills
- Detail-oriented and multitasking skills
- Fast learner
- Professional and positive attitude
- Excellent verbal and written communication skills
- Proficient in Microsoft Word and Excel
- Ability to work under pressure while handling high volume workload
- Ability to work independently

Please send resume, availability & referral (if applicable) to ***hr@mkcthreads.com***