

Position Opening:

Customer Service Representative

About Us

Hexago LLC is founded in 2017 in San Jose, CA and currently operating in both San Jose and Carrollton, TX with a 30,000 sqft warehouse. Hexago focuses on electric industrial fans, and industrial + commercial propane, electric, and kerosene heaters. We own the brands of Tornado Fans, the Hexago Heater. Besides Hex Tools and Hex Hardware are in the planning stage to become the sub-brand of us. Hexago develops and manufacture a wide range of models in fans and heaters to address the needs of a broad range of customers, including households, warehouses, agricultural, farms & barns, restaurants, and hotel industries. We are constantly increasing our product offerings to meet the diverse and changing needs of our customers.

“Our future growth relies on competitiveness and innovation, skills, and productivity; Founded in the ingenuity of our people.” It’s our mantra, motivating our team to grow in the best ways possible: personally, spiritually, and exceptionally.

About You/Job Description

Hexago is seeking a full time Customer Service Representative. The ideal candidate loves talking to people and proactively solving issues. You will be responsible for supporting customers' inquiries and resolving any issues. This position will be reporting to the Director of Operation directly.

Key Responsibilities

- ◆ Address inbound customer questions and concerns arriving via phone and email.
- ◆ Own the entire interaction with that customer and provide total resolution for their needs.
- ◆ Work with warehouse managers, sales managers, product managers, and partners to gather information, resolve customer needs, and improve processes.
- ◆ Investigate and resolve customer inquiries related to their orders or shipments.
- ◆ Update systems and document all interactions with customers, associates, and partners.
- ◆ Provide order status, check inventory, schedule returns, file shipping claims, notate accounts, troubleshoot problems, handle complaints, and assist with billing inquiries.

Competencies, Skills and Qualifications

- ◆ Exceptional ability to think both strategically and tactically with strong attention to detail
- ◆ Efficiently and professionally communicate with customers and assist them with their needs.
- ◆ Strong phone contact handling and active listening skills.
- ◆ Excellent written communication and comprehension.
- ◆ Skilled at consistently providing outstanding customer service and following through on responsibilities or promises made to customers.
- ◆ Independent decision-making skills with the ability to handle and resolve complex issues.
- ◆ Conversational, patient and confident demeanor with a positive attitude.
- ◆ Ability to stay composed and objective with an angry customer, and de-escalate issues as needed.
- ◆ Motivated to create and perpetuate a team environment in the workplace and among other

associates.

- ◆ Demonstrated ability to complete projects and assignments accurately in a fast-paced environment.
- ◆ Ability to use Windows-based systems, cellphone, and familiarity with CRM systems and practices.
- ◆ 2+ years previous customer service experience in a phone and email contact center.
- ◆ High school diploma or GED.
- ◆ Experience in a performance-based or metric-driven environment.

Company Perks and Benefits

- ◆ Work in Dallas, TX office or remote
- ◆ Hourly Rate: \$15 to \$20 per hour; plus 5%-15% performance bonus at the end of the year, with 3%-5% annual raise
- ◆ Flexible Paid Time Off
- ◆ 401K and healthcare insurance package can be discussed after 90 days
- ◆ Additional financial assistance for employees who may have special circumstances or find themselves in an unsafe situation at any time

Hexago LLC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.