



OFFICE FURNITURE HEAVEN

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We are looking for a detail-oriented Customer Project Specialist to serve a vital role in our order fulfillment process. You will be responsible for issuing purchase orders and coordinating with our vendors and clients to oversee project completion. The successful candidate will be able to elevate company standards, meet client expectations and ensure high-level of customer satisfaction.

You must have some customer service experience, excellent communication skills and be able to learn and use industry-specific software.

### **Essential Duties and Responsibilities**

- Serve as the primary point of contact for customers after a sale
- Issue purchase orders on behalf of the company
- Review vendor acknowledgments and receiving documents to ensure order and shipment accuracy
- Coordinate with our third-party warehouses and installation teams to receive status updates on incoming shipments
- Keep documents and data organized and up-to-date
- Coordinate with customer contacts to compile all necessary paperwork ensure the fulfillment all pre-installation job-site requirements.
- Work with our clients and installation teams to schedule delivery and installation
- Work with our sales team to handle order exceptions and coordinate case resolution for customer service issues
- Manage case resolution with vendors for damaged or missing items
- Facilitate a consistent and positive customer experience for all post-sale inquiries.

### **Skills and Education**

- Proficiency with Microsoft Office (Word, Excel, PowerPoint, and Outlook)
- Ability to learn and use new software systems
- Must be detail-oriented
- Must have excellent verbal and written communication skills
- Office Furniture Industry experience a plus, but not mandatory
- On-site, full-time position
- Bachelor's Degree or Equivalent

### **Compensation and Benefits**

- Salary commensurate with experience
- Contribution to Health Insurance
- Free Lunch Fridays