

TUFENKIAN

ARTISAN CARPETS

Position Title: Customer Service Representative/ New Jersey

Reports to: Showroom Operations Manager

Location: Tufenkian Operations Center, 20 Capitol Drive / Moonachie, NJ 07074

Position Summary: As a member of the Tufenkian Carpets Customer Service team, you are the primary contact for all service related matters and focal point for resolution of all customer service related problems. We look to you to establish strong relationships with Dealers, help to grow sales, support customers and/or Regional Sales Manager in the operational and merchandise management of the account. You may have individual responsibility for select accounts.

In meeting this challenge, you need the ability to perform the following tasks

- Obtain and place orders from customers and/or Regional Sales Manager
- Provide general information – product availability, billing, freight, shipping, delivery times, fiber content, cleaning instructions, etc.
- Interact with other departments in the Company to ensure all aspects of sales support and customer service are fulfilled
- Manage a portfolio of own accounts for commission
- Prepare quotes for custom rugs (re-size, re-color)
- Inventory management -- Analyze inventory to ensure customer's merchandise assortment is aligned with Tufenkian best sellers on a national and local level, suggest alternates (size and/or design) and coordinates
- Merchandise management -- Monitor and manage sell-through (weekly or bi-weekly) and replenish best-selling rugs and new product introductions; Manage exchanges
- Manage consignment inventory & billing
- Work with accounts to ensure approved marketing programs are implemented; provide accounts with sample marketing programs/materials upon request

Ideal Candidate would have following Skills and Qualities

- Excellent communication skills with pleasant phone manner
- Must have minimum of 3 years office setting customer service experience
- Ability to establish strong relationships with both Dealers and Tufenkian Regional Sales Managers
- Strong inside account management skills
- Adept at merchandising and product knowledge
- Detail oriented with superior follow-up skills
- Superior analytical skills
- Ability to work under pressure and meet deadlines
- Computer knowledge of MS Windows; Excel, Word

Compensation

T U F E N K I A N

A R T I S A N C A R P E T S

Salary/ Full Benefits: Medical, Dental, Vacation, Holidays, 401K.

Tufenkian Artisan Carpets was founded in 1986 by entrepreneur James Tufenkian in order to create beautiful and superbly crafted handmade rugs that not only enhance an interior environment, they also enrich the lives and communities of the artisans who make the rugs. This same philosophy drives all Tufenkian ventures, from category defining handmade carpets, to luxurious hotels, to the finest epicurean products and is also clearly manifested in the extensive humanitarian and environmental work of the Tufenkian Foundation. Tufenkian not only diligently ensures that no child labor is ever used to produce any product bearing the Tufenkian name, but also uses the proceeds from its businesses to ensure that its craftspeople are cared for, and their communities thrive. By entering redeveloping nations and providing communities employment, housing, potable drinking water, schools, medical facilities, cultural preservation initiatives, and environmental rehabilitation, Tufenkian outstrips international humanitarian standards. This is all part of fulfilling James Tufenkian's founding mandate that we "leave the places we touch a little better than we found them"

To apply, please email resume to tufenkianartisancarpets@gmail.com