

Customer Service Representative

A revolutionary leader in the kids products industry, Boon, Inc. specializes in designing innovative, "outside-the-crib" solutions for modern parents. Simply stated, what we do is who we are. We consider ourselves to be a group of fun, friendly, solution driven people and strive to create products that echo these attributes. We achieve this goal by modeling every aspect of our company around innovative, integrity-based and customer-centric processes.

We are looking for a full time Customer Service Representative who fits our company culture of motivated, driven, yet easy-going, group of people that aren't afraid to mix hard work with fun. The Customer Service Representative plays an integral role with the Boon team as "the voice" of Boon Inc. to our consumers. The position is responsible for handling consumer customer service, shipping and receiving, local product inventory, other general office tasks...as well as any and all other job duties this position can handle.

Responsibilities:

- Provide top quality consumer customer service:
 - Proficiently trouble-shoot issues with customers via email and telephone
 - Offer accurate product information
 - Quickly resolve issues by sending appropriate replacement parts or products
 - Communicate with customers in an empathetic manner so they know we truly understand their concern and that we will address their issue without delay, ultimately demonstrating that Boon provides the best customer service in the industry...perhaps in all industries!
- Review and direct general incoming company email communications
- Handle local shipping/receiving responsibilities (FedEx, UPS, DHL, etc.)
- Oversee local product inventory and back room maintenance
- Gather information and enter data into spreadsheets or reports
- Assist Customer Service manager as requested
- Serve as backup to receptionist (answer and transfer incoming telephone calls; greet guests in a friendly and professional manner; and assist with office upkeep)
- Organize and file documents
- Contribute and participate in team activities
- Any and all other job duties as assigned

Qualifications:

- Customer service experience
- Minimum of high school education
- Working knowledge of Windows and MS Office software applications
- Excellent written and verbal communication skills
- Ability to multi-task, organize and prioritize job duties in a fast paced environment
- Very enthusiastic and dependable
- Detail oriented with a high degree of accuracy
- Self-motivated with high initiative
- Great interpersonal skills and enjoy contributing as a team player!

3/10/10LMP