

Corporate Headquarters
1100 Pontiac Court
Bushy Run Corporate Park
Export, PA 15632

West Coast Distribution
5530 South Arville Street
Suite L
Las Vegas, NV 89118

Central Distribution
14201 Sovereign Road
Suite 141
Fort Worth, TX 76155



Position: Customer Service Representative

Department: Customer Service

Job Status: Full-time

Reporting to: Customer Service Manager

Location: Export, PA

Karndean Designflooring is a dynamic, rapidly growing manufacturer and distributor of luxury vinyl flooring. Our US branch, headquartered in the Pittsburgh suburb of Export, is currently searching for an experienced Customer Service Representative to add to our team. Our mission is to remain the market leader in luxury vinyl, currently the fastest growing segment in the floor covering industry, while continuing to provide high-quality service to all customers.

Karndean Designflooring have voted the corporate headquarters as one of Pittsburgh's Top Workplaces for seven consecutive years and was named one of Pittsburgh's Top 100 Fastest Growing Companies by the Pittsburgh Business Times in 2016.

Summary:

This position is responsible for interacting with customers and internal staff, along with supporting Karndean's sales goals and facility operations. The CSR will ensure that customers' expectations are achieved by effectively developing relationships with customers, sales teams, and all internal departments, and by keeping in frequent communication with customer contacts.

Responsibilities will include, but are not limited to:

- Efficiently and accurately executes the order management process, from entry to delivery, to ensure the customer's expectations are met.
- Acts as primary contact in understanding and responding to customer needs. Responds to customer inquiries expeditiously, offering alternatives and striving towards first-call resolution.
- Proactively anticipates problems, and effectively resolves them before they become major issues.
- Understands all steps of the order fulfillment process utilizing network computer systems, word processing and spreadsheet applications.
- Develops relationships with Sales and Marketing Professionals to assure accurate order pricing and product on all customer orders. Provides timely, complete and direct information to communicate within the organization and the customer base.

Required Skills

- High school diploma required. Associate's or Bachelor's Degree in Business preferred.
- Prior successful industry customer service experience and/or a proven track record of accomplishments in working in an environment servicing internal and external customers.
- Ability to work independently and manage multiple priorities.
- Strong written, verbal, and interpersonal communication skills.
- Proficiency using personal computer, including MS Office software required. Familiarity with order management business software preferred.
- Ability to communicate and follow-up with questions, comments or concerns in the manufacturing environment.

