

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**

**Location: Fort Worth, TX**

Karndean Designflooring is looking to hire a Customer Service Representative in Fort Worth, Texas.

Karndean Designflooring is a dynamic, rapidly growing manufacturer and distributor of luxury vinyl flooring. 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.

**Position 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.

