

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



Customer Care Coordinator – 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 Care Coordinator to add to our team. Our mission is to remain the market leader in luxury vinyl, current 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 eight consecutive years and was named one of Pittsburgh's Top 100 Fastest Growing Companies by the Pittsburgh Business Times in 2016.

Position Summary:

Do you possess above average customer service skills and computer skills then we would like to speak with you? Would you like to work for one of the most innovated flooring companies and a company that has been consistently recognized for offering top benefits.

Essential Functions & Key Responsibilities:

- Entering claims into Karndean's corporate customer relationship management system, Microsoft CRM.
- Assist in organizing claims materials/samples as they are received.
- Responding to customers on claims status including steady updates.
- To become familiar with SharePoint, keeping files updated and organized.
- Handle inbound technical telephone calls, and direct as needed.
- Collecting, recording, and organizing information pertaining to Karndean competitors. This includes competitor collateral materials, pricing, warranty information, and any other information necessary for Karndean to remain competitive in the marketplace.
- Organizing and maintaining a sound Technical filing system on the corporate shared network storage drive.
- Assist with Technical team travel schedule as needed. Including trade shows and installation clinics.
- Maintenance of installation training database.
- Acting as the first point of contact for all general technical inquiries.
- Ensuring all duties and responsibilities are completed on time and within budget.

