

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

West Coast Distribution
4230 N 5th Street
Suite 100
North Las Vegas, NV 89030

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



Position: Customer Service Representative

Department: Customer Service

Reporting to: Customer Service Manager

Job Status: Full-Time

Location: Export, PA

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.

Key Job Responsibilities:

The Customer Service Representative is responsible for interacting with customers, internal staff, and outside vendors supporting Karndean's sales goals and facility operations.

- 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.
- Develops relationships with Sales and Marketing Professionals to assure accurate order pricing and product on all customer orders. Provide timely complete and direct information to communicate within the organization and customer base.
- Prepares clear, concise reports, documentation and routine customer correspondence.

Qualifications:

- High school diploma required. Associate's or bachelor's degree in Business preferred.
- Prior customer service experience and/or a proven track record of accomplishments in working in an environment servicing internal and external customer.
- Ability to work independently and manage multiple priorities.
- Proficiency using personal computer, including MS Office software required.

