

Customer Service Representative – Bretsky Promotions

1) Company Overview

Join us at Bretsky Promotions, a growing marketing and promotional product company in St. Louis, MO. We help our customers meet their goals and objectives through customized marketing and promotional products. We provide promotional product giveaways, corporate gifts, or branded products for resale. We help our customers grow their business, and you can grow your career with Bretsky Promotions.

2) Job Description

This is a full-time position as a Customer Service Representative/Inside Sales, supporting the customer service, sales and marketing activities of the VP of Sales and Marketing. This is a St. Louis-based, work from home position. Responsibilities will span customer service, administrative duties, inside sales and support of sales and marketing campaigns. Specifically, duties will include:

- Customer service and Sales
- Provide customer quotes
- Enter orders and other order processing activities
- Answer customer questions and resolve issues
- Answer phones and email questions from customers
- Take credit card payment over the phone
- Help interface with suppliers as needed to ensure on-time delivery of priority orders
- Help with prospecting and follow-ups
- Mail products to customers that are purchased from our inventory
- Marketing
- Execute direct mail and email campaigns to customers
- Manage digital marketing
- Coordinate marketing campaigns to increase sales
- Manage marketing vendors and preferred suppliers
- Manage the company website (upload photos and other updates)
- Organize the logistics of trade shows
- Help manage relationship and sponsorship opportunities with Chamber of Commerce and other associations
- Administrative
- Call customers for accounts receivable collections
- Manage the inventory and operations of our unique “customer stores”
- Pick up mail and address various items as needed
- Stay flexible to do whatever is needed

3) Performance Measures:

- Customer satisfaction with service and order process
- Teamwork behavior within the Bretsky Promotions Team
- Ability to resolve problems and off-load work of VP of Sales and Marketing
- Communication skills and ability to represent Bretsky Promotions professionally
- Success of online marketing, trade shows and advertising campaigns
- Sales growth

4) Education and Desired Experience

- Two or four years of college
- 3 or more years in customer service and/or sales
- Good computer skills (MS Excel, MS Word, various other programs and ability to learn new ones)
- Nice to have: Experience with in the promotional product industry or other industries that sell customized products

5) Professional Capabilities

- Quick learner and desire to learn new skills
- Strong communication and team building skills
- Honest, high integrity, able to resolve disputes
- Take pride in work
- Positive attitude
- Desire to do a great job
- Self-motivated and able to work with minimum supervision
- Flexible to do what's needed
- Work hard with consistent effort
- Excellent attendance
- Problem solving
- Takes initiative
- Sales capabilities

6) Benefit plans

This candidate will be eligible to participate in the Company's benefit plans including a health insurance plan, paid holidays and vacation, and any other benefit plans established or amended by the Company for its employees from time to time.