

CUSTOMER SERVICE REPRESENTATIVE

Kenney believes in our vision and values as strongly today as we did when we started our business over 100 years ago. We will continue to provide quality, fashion forward and innovative consumer products for the next 100 years. We will achieve this through our company values by which our employees exemplify incredible levels of dedication, integrity, collaboration, vision and creativity.

We are looking for a Customer Service Representative who will ensure that on time shipping and fill rate goals are achieved by entering orders within 24 hours, acting as a liaison between customers and internal departments alerting of availability and order issues, and tracking orders through shipment. The Customer Service Representative will respond to and resolve customer inquiries and complaints in a professional, timely and courteous manner to achieve 100% customer satisfaction.

Responsibilities

- Manual order entry and managing EDI orders.
- Prepare and distribute customer fill rate/cancel reports for customers upon request.
- Working cross functionally to obtain best availability dates to ensure optimum fill rate on orders.
- Handle the incoming and outgoing mail and ensure that the postage meter has sufficient postage.
- Log onto customers' web portals to retrieve orders, confirm orders, provide shipping and tracking information, answer questions and resolve issues, and to download data. Enter employee purchase orders.
- Scan manual orders and related documentation into Smart Search.
- Process return and/or credit requests from customers and the DC's.

Competencies

- Data Entry skills displaying accuracy and attention to detail.
- Strong verbal and written communication skills. Must be able to work effectively with different personalities and resolve customer complaints in a timely manner. Critical thinking, prioritizing and listening skills appropriate to the needs of the position.
- Strong analytical and project management skills required.
- Comfortable working independently while at the same time being a team player flexible to perform other jobs as needed.
- Organized individual displaying time management skills, meets deadlines and follows through on tasks.
- Dependable

Qualifications

- Associates Degree or equivalent professional experience.
- Minimum three years of experience in a similar customer service position or equivalent combination of education and experience.
- Intermediate computer skills including Microsoft Outlook, Excel, PowerPoint, and Word.
- SAP experience is a plus.
- Bi-lingual (English/Spanish) with the ability to read, write and speak Spanish is a plus.