

# NJ1380827

## Customer Care Representative (CCR)

Global Furniture Group  
MARLTON, NJ, 08053

### About Global Furniture Group

The Global Furniture Group is a leading North American Manufacturer of furniture solutions. Global offers a broad range of furniture products designed for the workplace, hospitality, education + healthcare markets, delivering exceptional value and quality to its network of dealers, designers and customers.

Operating for 50+ years and employing more than 4,000 people worldwide, Global has locations throughout Canada, the US, Mexico, China and the UK.

### Duties and Responsibilities

Customer Care Representative

Location: Marlton, NJ Department: Corporate - Evolve

Type: Full Time Min. Experience: Entry Level

Global Furniture Group, a leader in the office furniture industry has an immediate career opportunity at our Marlton, NJ location. This candidate will demonstrate commitment and enthusiasm to exceed client expectations and ensure service levels are clearly understood. This candidate will establish a pleasant working relationship both internally and externally to provide an end-to-end customer experience.

### Duties and Responsibilities

- Handle all inquiries through phone queue and emails in a timely & efficient manner to include but not limited to our dealers, sales reps and co-workers.
- Check inventory and status of orders by tracking shipments.
- Support assigned accounts by processing replacement orders, issuing credits/returns and back charges.
- Provide changes or cancellations on orders when necessary.
- Provide knowledge on product lines and pricing.

### Requirements

- Ability to learn and grow in a changing environment.
- Ability to learn product lines and process.
- Strong attention to detail.
- Critical thinking and problem solving skills.
- Ability to multi-task and adjust priorities dynamically to meet deadlines and changing goals.
- Superior verbal and written communication skills with a strong ability to solve problems effectively and efficiently

### Education

- High school diploma or general education degree (GED); or equivalent combination of education and experience or military equivalent.
- 3 years related Customer Care experience preferred.
- Experience and knowledge of office furniture industry a plus.
- AS400, 2020 & EDI processing a plus.

### WHO WE ARE

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### BENEFITS

Global offers a comprehensive employee benefit program that enables our employees to stay healthy, feel secure and maintain a work/life balance. The following are benefits we offer employees (or may be eligible for):

Paid Time Off | Holiday Pay | Medical/Prescription Insurance | Dental Insurance | Vision Insurance | Health Savings Accounts (HSA) | Company-Paid Life and AD+D Insurance | Company Sponsored Long-term Disability | Short-term Disability | Voluntary Life Insurance | Employee Assistance Program (EAP) | Critical Illness and Accidental Injury Insurance | FSA | 401(k) & Roth 401(k)

## WHERE WE ARE

Global has distribution centers and showrooms located all across the USA + Canada.

Global USA Showrooms:

Atlanta | Boston | Chicago | Detroit | Ft. Lauderdale | NYC | Philadelphia | Phoenix | St. Louis | Washington DC

Global USA Showrooms + Distribution Centers:

Atlanta | Baltimore | Boston | Chicago | Cincinnati | Dallas | Denver | Houston | Kansas City | Los Angeles | Miami | Minneapolis | New Orleans | Philadelphia | Pittsburgh | San Antonio | San Francisco | Seattle | Tampa

You can visit us at [www.globalfurnituregroup.com](http://www.globalfurnituregroup.com).

Global is a smoke-free, drug-free workplace and equal opportunity employer.

Qualified applicants will receive consideration for this position without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status. To request assistance in completing this application, please call 800.220.1900 and ask for Human Resources.

Veterans encouraged to apply.

### **Nature of Work**

**Duration:** Full Time, Regular

**Normal Work Days:** Monday, Tuesday, Wednesday, Thursday, Friday

**Working Hour per Week:** 40 hour(s)

**Normal Work Shifts:** First (Day)

**Post is open till:** 2nd May, 2018

**Number of Job Openings:** 1

### **Education**

Applicants should have a High School Diploma/GED