

Job Title: Customer Service
Full Time: 8:00 a.m. - 5:00 p.m.
Salary: \$10-15 Hourly (DOE)

As a Customer Service Representative, you will be responsible for managing relationships with our largest and most valued customers. Not only will you have the opportunity to become an expert on our product lines, but also you will be working hand-in-hand with our Sales, Technical Support, and Marketing teams to resolve customer service and delivery issues for our clients. You will also have the opportunity to manage internal initiatives and projects to help take our business to the next level. Our team values dependability, commitment, and teamwork.

Responsibilities:

The Customer Service Representative (CSR) will answer inbound phone calls from customers all over Texas as they call in to order Office Supplies, Furniture and Technology Products. The CSR will use several databases and applications to search for product, provide pricing, place or amend orders, as well as track down and locate missing items or orders.

Minimum Requirements:

- High School Diploma with Excellent written & verbal communication skills
- Personal transportation and valid driver's license
- Enthusiastic attitude and strong work ethic
- Extensive personal computer (PC) and Internet skills
- Must have ability to multi task including solid experience using search engines, cutting & pasting, moving through multiple windows and keyboard skills
- Ability to work independently and quickly absorb complex problems to effectively communicate solutions
- Able to demonstrate courtesy, tact, diplomacy, good judgment and professional conduct when communicating in person, by telephone or via email
- Excellent attendance with Solid work history
- Able to pass a criminal background check and reference checks

Preferred:

Customer Service Experience preferred

Today's Service Standard:

Established in 2003, Today's Business Solutions formed a unique partnership with OfficeMax. Today's is a minority owned independent office supplier headquartered in Houston, Texas. Our sales and service excellence is built around a professional staff of efficient and knowledgeable individuals who are ready to assist our customers with all their office needs. We offer a comprehensive benefits package including medical insurance, vacation days, personal time, scholarship programs and more... We hope to add you to our team!

Email resume to info@tbstx.com or fax to 713-861-8638

Today's is an equal opportunity employer and promotes a drug free environment.
Applicants must be eligible to work in the United States.

