



CUYAHOGA VALLEY
CAREER CENTER

Cuyahoga Valley Career Center

Job Posting #2048

Job Posting Date: 4/17/2019

Employer Information:

Action Door Contact: Mr. Dino Mastantuono 201 E Granger Rd. Brooklyn Hts., ohio 44131 Phone: 216-739-3667 Ext: E-mail: dino@action-door.com
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Main Business:

Overhead door installation and service
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Job Title: Customer Relations Representative

Full/Part-time: Full-Time **Job Hours:** 40

Job Duties: We are searching for communicative candidates who are proactive and passionate about company products and the clients they serve. The customer relations representative will act as a point of contact for their clients. They will build long-lasting, mutually beneficial relationships with their contacts, always striving to find the products which best fit the individual needs of the client. They also aid internal departments by collecting information, such as sales leads or testimonials, assisting in the processing and analysis of client data and complaints, and identifying industry trends.

To succeed in this position, candidate should have exceptional communication, computer, and problem-solving skills. You should be resourceful, analytical, adaptable, and organized with the ability to build rapport with clients.

The customer relations representative responsibilities:

- Communicating with clients to understand their needs and explain product value.
- Building relationships with clients based on trust and respect.
- Collaborating with internal departments to facilitate client need fulfillment.
- Collecting and analyzing data to learn more about consumer behavior.
- Keeping accurate records pertaining to account notes.

PLEASE APPLY DIRECTLY THROUGH EMPLOYER FOR THIS POSITION

- Maintaining updated knowledge of company products and services.
- Resolving complaints and preventing additional issues by improving processes.
- Identifying industry trends.
- Acting as a client advocate with a focus on improving the buyer experience.

The customer relations representative requirements:

- Exceptional verbal and written communication skills.
- Ability to collect, track, and analyze large amount of data.
- Adaptability and strong problem-solving skills.
- Excellent active listening skills.
- Ability to build rapport and collaborate with others within the company and externally.
- Understanding of consumer behaviors and industry trends.
- Extensive, accurate product knowledge.

For immediate and confidential consideration, please forward your resume and references.

License: Driver's License (Required)

Language: English (Required)

Work authorization: United States (Required)

Benefits offered:

- Paid time off
- Health insurance
- Dental insurance
- Healthcare spending or reimbursement accounts such as HSAs or FSAs
- Other types of insurance
- Retirement benefits or accounts

Compensation: _____

Special Notes / Additional Information:

How to Contact: E-mail resume, In Person

Seeking:

CVCC Alumni, Adult /Job Seeker

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