



Full-time Customer Service Representative

Tubelite-Denco is a wholesale distributor of equipment and supplies used by visual communications providers including sign manufacturers, digital printers & screen printers.

We are seeking a Full-time Customer Service Representative to join our team. Our typical operating hours are Monday through Friday from 8 a.m. – 5 p.m. The Customer Service Representative (CSR) provides superior service by delivering products and services to exceed customer expectations. The CSR will focus on the individual needs of each customer, directly or through the support of other team members, promoting long-term relationships and superior customer service.

Essential Job Duties include the following:

- Build strong customer relationships, loyalty and retention through exceptional customer service and the presentation, awareness and understanding of our products and services.
- Utilize computer systems to assist with pricing, availability and alternate product selection.
- Place orders and resolve pricing situations encountered during customer transactions using current sales policies.
- Refer customers to other internal/external resources when the need arises.
- Work effectively with others in a team based environment to accomplish company goals and to identify and resolve problems.
- Perform necessary housekeeping duties in order to maintain a clean, safe, organized working environment.
- Ensure that all purchase documents comply with established processes, policies and procedures and are documented sufficiently for future reference.

Essential Position Requirements:

- Ability to multi-task and continually prioritize tasks to be completed throughout the day
- Proven strong computer aptitude in a Windows environment
- Ability to follow verbal and written instructions with minimal supervision
- HS Diploma or equivalent
- 2-3 Years of customer service experience
- 1-2 Years of sales experience
- Experience identifying problems and offering alternative solutions and/or courses of action based on available resources
- Effective written and verbal communication skills
- Ability to work continuously at a sales counter or use a phone headset for extended periods of time
- Ability to lift heavy items occasionally.

Benefits

We take pride in offering a benefits package that is among the best around. Just as our business strives to meet the changing needs of our customers, our benefits are designed to meet the diverse needs of our employees.

- Health – **Tubelite-Denco** offers a competitive Medical Insurance, Dental Insurance, Life Insurance, and prescription drug benefits package that is designed to provide quality care at an affordable cost.
- 401K retirement plan with company match
- Generous Paid Time-Off (PTO) plan for sick leave and vacations
- Paid major holidays
- Great Schedules - No Weekends
- Business Casual Dress
- Flexible Spending Plan

Apply today to express your interest in our great organization!! We look forward to hearing from you! Please respond [here](#) with your resume and salary requirements or fax to 303-209-4299.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER