



*Your project is **our** business.®*

Description: Customer Service Representative

Hours: Full-time position: Monday – Friday

Compensation: Based on experience

Location: Libertyville, IL 60048

Company Overview: NavePoint has been selling top-quality cables and rack-mounted equipment at discount prices since our inception in 2008. Centrally located in the Chicagoland area, NavePoint has quickly evolved from a small in-home business to a powerhouse in the e-commerce space.

Job Summary: Serves customers by fielding all inbound communication (email, phone and chat), providing product and service information as well as resolving customer issues. Assists sales team in quoting and processing orders for NavePoint’s business customers.

Job Responsibilities:

- Point of contact for incoming customer communications, including: monitoring customer service e-mails via Salesforce, phone line and online chat feature.
- Answer customer questions, including researching the correct answer (e.g. “what are the dimensions of this part, will this part work for this particular use case?”).
- Document customer interactions using our CRM solution (SalesForce).
- Resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; following up to ensure resolution.
- Accurately determine need for escalation for specific customer issues/complaints.
- Alert management when new issues arise or become more frequent using issue database.
- Aid other team members on miscellaneous office tasks or projects.

Job Requirements:

We are looking for a dependable team player comfortable working on a small team on multiple tasks with stable long-term growth opportunities.

Skills/Qualifications:

- 1+ years Customer Service experience
- Ability to listen and resolve problems for customers
- Ability to work independently or collaboratively as needed
- Ability to document and analyze product issues
- Capability to multi-task
- Experienced on MS Office products (Word, PowerPoint, Excel) and Google tools (Gmail, Google Docs).
- Familiarity with online marketplaces such as eBay and Amazon.com preferred.



- Experience with Salesforce and knowledge of computer networking is a plus, but not a requirement.
- Some college preferred.

Other:

- We have a drug free work environment
- We conduct background screenings on new hires
- We participate in e-verify

If you are interested in this position, please e-mail recruiting@navepoint.com with your resume. Make sure to include your contact information.