



In 1991, two college grads were hard on their luck and trying to find a job. A business venture gone bad left them with close to 1000 t-shirts and a huge credit card bill to boot. In an attempt to alleviate their cramped apartment of the surplus t-shirts and pay bills, they started selling shirts to the Greeks at Western Kentucky University. One thing led to another and this happy accident eventually became the real deal! With a world-wide customer base as our foundation, BlueCotton has grown into a thriving, robust company specializing in custom t-shirts and adding more members to our family each year. We are proud to say that BlueCotton has been recognized on the Inc. 5000 list of fastest growing companies for the last four consecutive years and we are excited about what the future has to offer including you!

Customer Service Representative Job Description

KEY DUTIES AND RESPONSIBILITIES

1. Accurately enters customer orders in ShopWorks as well as utilizing the ShopWorks system to analyze customer's situations to provide excellent customer service.
2. Answer the phone promptly and assists customer or transfers to appropriate person or department. Greets incoming customers with friendly, helpful attitude.
3. Corresponds with production departments to facilitate customer requests
4. Develops relationships with local customers and repeat customers as well as develops intimate knowledge of customer needs
5. Prepares accurate price quotes
6. Assists customers in picking up their orders
7. Resolves conflict in the best interest of both the customer and BlueCotton.
8. Provides clerical assistance to management team as needed and makes occasional deliveries and pickups from local businesses
9. Maintain clean work areas and follow good housekeeping practices.
10. Follow work rules, work independently, be flexible and willing to perform a variety of jobs. Work effectively, courteously and respectfully with all Bluecotton associates

ABILITIES REQUIRED

- Wants to delight customers, above and beyond the call of duty
- Has empathy for the customers' situation
- Is able to clearly communicate, both written and in speech
- Talks in a way the customer can understand
- Has "thick skin" and is able to handle complaints, even when handling unpleasant customers
- Works accurately and with an eye for detail
- Has a pleasant, friendly attitude