



Customer Service Representative

Every Child an Author

Job Description:

At Studenttreasures Publishing, we believe every child deserves a memory that lasts a lifetime and that our work should be memorable, too. We listen. We provide. We support, and we celebrate children becoming published authors.

We are looking for a kind, organized, detail-oriented individual who will assist with all aspects of Customer Service.

Responsibilities:

- Answer incoming calls, text, emails
- Update customer records, including notes about interactions
- Troubleshooting common issues with a product or service
- Determining the quickest, most effective ways to answer customers questions
- Ensure customers are satisfied with product and service

Qualifications:

- 1-year phone experience
- Good written and oral communication skills
- Type 40+ WPM
- High School Diploma

Compensation and Benefits:

- Health insurance
- Paid weekly
- Daycare benefit
- 401K after 1 year of employment
- Gym membership reimbursement
- Life insurance

To apply, submit your resume to Michelle Colley in Human Resources by June 1, 2022, at mcolley@studenttreasures.com.

Studenttreasures.com

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