

Terryberry Careers

Customer Support Specialist

Terryberry partners with organizations worldwide to design and manage recognition solutions that attract, engage, and retain the best people.



Email your resume to dlarson@terryberry.com

Terryberry is looking for a customer focused, service oriented individual to join our Customer Support Team. Our ideal candidate has customer service experience, professional communications skills (written and verbal) and is proficient in Microsoft Office. We expect you to perform well in a team environment and this position also requires high attention to detail.

ABOUT US

Our Mission | When people are recognized for their efforts, they are inspired to achieve more. The mission of Terryberry is to help organizations provide their people with special recognition for remarkable contributions and achievements. We strive to create a fulfilling and rewarding environment where people achieve their best potential.

Locations | We're headquartered in Grand Rapids, MI, with locations throughout North America and Europe.

Past & Present | Founded in 1918 as a jewelry and award manufacturer, Terryberry is equipped with over a century of experience in employee recognition solutions. Our innovative recognition programs and rewards are designed to ignite purpose and potential in organizations.



RESPONSIBILITIES:

- Customer Onboarding/Account setup.
- Update/quote pricing upon request.
- Review, confirm and process orders accurately.
- Track orders in system, investigate discrepancies and rejected orders, along with communicating to salesperson/customer as needed.
- Respond to salesperson/customer inquiries regarding artwork, dies, ship schedules, product availability, order status, and tracking.
- Process Return and Credit Memo Cases.
- Utilize Salesforce and Process Sheet to document customer program details, re-order cadences, and tasks; including updates as they occur.
- Research compatibility of desired design and products selected.
- Support customer online programs, including employee lists, communications, login instructions, and brochure orders.
- Follow up with past due accounts to secure payment.
- Create business opportunities for existing customers in Salesforce.
- Back-up team members as necessary.

QUALIFICATIONS:

- Exceptional customer service skills, including 1-2 years previous professional experience.
- Proficiency with MS Office Suite, particularly Excel and the ability to learn and effectively use new software.
- Excellent professional written/verbal communication skills.
- Ability to multi-task, prioritize and manage time effectively.
- Solid problem-solving skills.
- High degree of attention to detail and organizational skills.
- Positive attitude.

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www.terryberry.com