

Terryberry Careers

Customer Care 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 Care Team. Our ideal candidate has customer service experience, professional communications skills (written and verbal) and is proficient in Microsoft Office. We require you to perform well in a team environment. This position requires high attention to detail and accuracy.

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:

- Batch online web orders to production
- Process Return and Credit Memo Cases
- Customer follow-up for bad ship to addresses
- Handle discontinued / backorder inquiries & changes
- Process order form orders and some repeat manual orders
- Review, confirm and process all orders accurately
- Track orders in system, investigate discrepancies and rejected orders, along with communicating to customer as needed
- Respond to customer inquiries regarding ship schedules, product availability, order status, and tracking
- Assist clients with Experience (My Terryberry Portal), as needed
- Back-up team members as necessary
- Reset & resend award passwords via email

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