



Customer Service Representative – Local Denver, CO Candidates Only

Warming Trends designs, manufactures, and distributes superior outdoor gas fire features. Our main office is in Englewood, Colorado, about 20 minutes south of downtown Denver. With patented, competitively advantaged, and United States-made products, we have created a company that has proven itself to be an innovative industry leader. We appreciate every opportunity we are given to contribute to our customers' outdoor living environment and lifestyle. Visit our website at www.warming-trends.com to learn more.

Along with our product, our employees seek to delight our customers and help drive our successful brand.

As Warming Trends continues to expand, the Company is committed to investing in our team members, as we are seeking members whose performance can match that of our CrossFire burner systems.

Customer Service Representative

Our customer and prospect-facing Customer Service team is responsible for helping our partners and prospects with a range of inquiries both over the phone and e-mail. This team also processes incoming orders ensuring accuracy and proactively updating customers. Integral to our customer satisfaction, this team also interfaces with the Sales, Product, and Shipping Departments.

We are seeking an energetic, inquisitive, detail-oriented, and friendly individual who is excited to learn about and communicate our products and processes. Our standard is to provide superior customer service that complements the quality of the products we manufacture. The successful candidate will have the skills and desire to be part of this fast-paced yet friendly environment with a lot of people interaction.

Job Responsibilities:

- Receive and respond to incoming calls and e-mails from customers and prospects on a range of subjects (e.g., product inquiries, order status, other).
- Clarify phone and e-mail inquiries by researching, locating, and providing applicable information.
- Respond to warranty/technical questions (phone and email) to collect information necessary to define customer concerns - elevate if necessary to ensure appropriate resolution.

- Participate in managing inquiries received via the in-box in a timely fashion.
- Accept, enter and quality check incoming customer orders, including monitoring pricing structure and discounts by customer.
- Proactively communicate with customers regarding orders (lead time, estimated ship dates, delays, etc).
- Ensure on-time delivery and on-time communication of all customer orders. This includes auditing production schedules for accuracy.
- Prepare estimates and quotes electronically which can require proactive interaction with the customer to ensure the order is clearly understood.
- Use CRM (HubSpot) to add specifics of calls, emails, and any other customer contact to ensure adequate information is captured and queued for appropriate follow-up.
- Partner with internal teams in ways such as promoting new products via phone/e-mail, providing inbound call coverage, troubleshooting customer problems, checking, and communicating order status, etc.

Knowledge/Skills:

- 2+ years in a customer-contact role
- Telephone etiquette is a must.
- Ability to handle complex problem-solving inquiries with attention to detail.
- Eagerness to learn about our products, processes, and resources.
- Basic or better computer, typing, and math skills including experience with Microsoft Office suite of products (Word, Excel, etc.)
- Prior experience with an ERP system is preferred.
- Prior experience in a manufacturing environment is a plus.

Compensation:

- Starting Pay: \$20.00 - \$21.50 per hour based on experience.
- Eligible for discretionary annual performance bonus

Job Type: Full-time

Benefits:

- Health insurance
- Life insurance
- Paid time off
- Dental insurance
- Vision insurance
- 401(k)
- 401(k) matching

Schedule:

- 8 a.m. – 5 p.m. with 1 hour lunch break
- Monday to Friday
- Full-time position, in-office

Ability to commute/relocate:

- Reliably commute or planning to relocate before starting work (Required)
- Work Location: 750 W. Hampden Ave., Englewood, CO 80110

Posting Contact Name: Baillie Wessling

Posting Contact Email: BWESSLING@WARMING-TRENDS.COM

Warming Trends LLC is an equal-opportunity employer. Warming Trends LLC does not discriminate based on race/color/religion/sex/national origin/veteran/disability/age/sexual orientation/gender identity or any other characteristic protected by law.