

Job Title: Customer Service Representative

Job Location: Berthoud, CO

Compensation: \$52,500-\$57,500/annual, including base salary plus commission, and excellent benefits

Sun Mountain Custom Doors, a privately held manufacturer of custom wood doors and other millwork products, is seeking a Customer Service Representative to work at the company's headquarters location in Berthoud, Colorado (near Loveland). This position provides a competitive base wage, commission, and excellent benefits. This position reports to the Customer Service Manager. Sun Mountain sells nationwide, is growing rapidly, is debt-free, and offers outstanding professional growth.

Essential Duties and Responsibilities:

- Perform accurate and timely quoting of customer orders
- Provide phone support
- Process deposit invoices/collections
- Submit order acknowledgements
- Process conversion of quotes to sales/work orders
- Complete quote/order file maintenance
- Process order re-dates and shipment call-aheads
- Process warranty claims
- Process custom color match requests
- Support sales compliance with company policies and procedures
- Work with other representatives on the completion of duties

Education and Experience:

- Minimum Associates Degree required
- Previous Customer Service experience required
- Previous building materials or millwork experience preferred

Qualifications:

- Customer Service orientation
- Ability to read and interpret blueprints preferred
- Excellent oral (including telephone) and written communication skills; ability to effectively present information and respond to questions from customers, employees, and the public
- Ability to present products in a showroom environment
- Excellent math skills
- Accuracy, attention to detail
- Ability to multi-task, adapt to changing priorities, meet deadlines and work well under pressure
- Typing skills, 40 WPM required
- Excellent PC skills, including intermediate level MS Outlook, Word, Excel skills required

Benefits:

Benefits include medical, dental, vision, life insurance, short term disability insurance, 401(k) with company match, paid leave, and paid holidays.

To Apply:

E-mail résumé and cover letter to careers@sunmountaindoor.com. No phone calls, please. No recruiters or outside agencies. Only local candidates will be considered. No relocation support offered. No phone calls, please. No recruiters or outside agencies.