



STORLIE FURNITURE GROUP
5812 WEST 36th STREET
ST. LOUIS PARK MN 55416

Dealer Service Representative Position

Storlie Furniture Group, an importer and distributor of commercial office furniture, is in search of an expert dealer service representative. Storlie has been part of the St. Louis Park community for 30+ years and would love for you to join the team as they grow their organization. You will be part of a focused, hard working group of dedicated individuals supporting both our local and national clientele.

Storlie Furniture is searching for a detail orientated, team member dedicated to the needs of customers and sales team. You will be working in a fun, yet challenging, fast paced environment improving the customer experience.

If you possess **SUPERIOR** communication skills, are dependable, have a desire to improve the experience of customers, and build loyalty with each person you interact with, we encourage you to apply for this position.

Position Responsibilities

- Maintain a positive, empathetic, and professional attitude toward customers always.
- Respond with expert service skills to customer inquiries through various channels including telephone and email.
- Communicate regularly, and proactively using the telephone.
- Answer 25-30 inbound phone calls daily and respond to email inquiries.
- Identify customers' needs and potential sale opportunities, clarify information, research every issue and provide solutions and/or alternatives.
- Multi-task and adapt quickly to changes in a fast-paced environment, work independently with little supervision
- Interact and work with customers who visit the show floor providing demos and product suggestions.
- Process return merchandise paperwork.
- Work directly with purchasing department to order required parts from suppliers and identify sales trends.
- Proactively complete side projects including back up of other departments and working outside initial job description when needed.
- Know the product lines inside and out- sometimes self educating yourself- to develop and understand the best product solutions for the needs of customers.

Minimum Requirements

- 3 years experience in customer service or support.
- Strong phone and verbal communication skills along with active listening.
- Detail orientated, highly organized, multi-tasker with the ability to work in a changing, distracting environment.
- Independent self starter who quickly learns and accomplishes goals under tight deadlines.
- Creative problem-solving and persuasion skills.
- The ability to negotiate and seize opportunities to save a sale while enhancing the customer experience.
- Experience assisting customers with returns, processing defect, warranty, and freight claims.
- Experience in the supply chain process including how to analyze inventory.
- Professional phone manner and ability to stay calm when customers are stressed or upset.
- Proficient typing skills (40+ wpm) and experience with Microsoft Office Suite (Outlook, Word, Excel, Power Point).
- Mechanical aptitude, hands on furniture assembly, or design experience a plus.
- Must be reliable, punctual and manage time appropriately. Full time 40 hrs./week, Monday – Friday, 8am – 5pm.

Benefits

Storlie Furniture provides medical and dental coverage, retirement plans, paid holiday and vacation time, and training opportunities.