Iconex is the leading provider of solutions essential to daily commerce. We are the iconic inventor and continued leader in receipts, and we connect people and goods through superior labelling and tracking technology. Building upon our unique tradition of innovation, we are creating the next generation of business process improvements. Iconex ([www.iconex.com](http://www.iconex.com/)) is headquartered in Duluth, Georgia, USA.

**POSITION SUMMARY:**

The Customer Care Specialist serves as the front line in the Iconex Customer Care organization addressing customer’s needs by managing phone calls, voice mails and e-mails from external and internal customers across Iconex. He/she is accountable for maintaining a high level of professionalism with clients and working to establish a positive rapport with every interaction.

**RESPONSIBILITIES:**

**Transactional:**

* Maximize phone availability and adhere to established schedule to ensure adequate phone queue coverage
* Professionally handle inbound calls in the Customer Care phone queue and follow up on requests to ensure prompt resolution and customer satisfaction
* Follow processes and procedures within the Customer Care Department to manage all customer requests and orders to completion
* Always maintain a positive, empathetic and professional attitude toward customers
* Respond promptly to customer inquiries
* Assist with order entry and see order through from fulfillment to shipping & invoicing
* Consistently go the extra mile to assist customers
* Manage some client account needs to initiate and maintain favorable relationships with clients

**Problem Solving:**

* Provide accurate, valid and complete information to customers by utilizing available tools and resources
* Proactively manage orders throughout the fulfillment process, anticipate issues and resolve where possible
* Work closely with Sales & Operations to coordinate the daily business flow of orders

**Ownership & Continuous Improvement:**

* Monitor and work to resolve pending work daily (orders, issues, requests)
* Consistently deliver exceptional customer experience
* Adhere to all established Customer Care schedules, processes and quality requirements
* Ensure timely and through documentation of customers’ requests
* Maintain a continual relationship with assigned customers and Sales to insure a partnership of success between the customer, Sales and Customer Care
* Always strive for opportunities to add value to the team and to our customers
* Meet and exceed established KPIs
* Embrace continuous learning and keep updated as products, processes and policies evolve
* Available and flexible for additional assignment and projects as needed based on business needs

**QUALIFICATIONS:**

* 3 to 5 years’ experience in a customer service or sales support environment
* High school diploma or equivalent required, college degree preferred
* Ability to speak French a plus
* Ability to always remain professional and courteous with customers
* Punctual and excellent attendance
* Excellent listening skills and an empathetic voice and manner
* Very strong work ethic
* Ability to multi-task
* Proficiency in Microsoft office with specific emphasis on Excel
* Ability to communicate clearly and professionally verbally and in writing
* Strong problem-solving and analytical skills
* Excellent organizational skills and attention to detail
* Ability to work under pressure
* Willingness to work a flexible schedule (including evenings and holidays)
* Bi-lingual Spanish, French (fluency verbal and written) preferred

**EEO Statement**

Iconex enthusiastically engages with our communities of employees and customers every day. Iconex values diversity throughout the organization, not only because it is inherently the right thing to do, but also because we believe diversity gives greater perspective and insight to the world we live in and the customers we serve.

Iconex is committed to being a globally inclusive company where all people are treated fairly, respected for their individuality, promoted based on performance and encouraged to maximize their full potential. We believe in understanding and embracing differences among all people. This concept encompasses but is not limited to differences with regard to race, ethnicity, religion, gender, culture and physical ability. Every individual at Iconex has an ongoing responsibility to respect and support a globally diverse environment.