



**5079 Township Rd. 401**

**Millersburg, OH 44654**

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## **Customer Service Job Description**

Chestnut Ridge Sewing is seeking Full Time and Part Time Customer Service Representatives to join our growing team, effective immediately! Chestnut Ridge is a BERNINA Sewing Machine Dealer located in Millersburg, Ohio. We sell and repair BERNINA sewing machines, offer sewing and quilting classes, host sewing events, and offer a wide variety of fabrics and notions.

The Customer Service Team is a vital part of Chestnut Ridge Sewing business. You'll be on the phone, managing email and chat, assisting customers with product and order status questions, as well as being a point-of-contact to resolve the occasional mistake. You'll get to know our product line and become an expert at advising customers. You're going to be completely empowered to WOW our customers, be an integral part of our business, and have an opportunity for advancement. We employ a fun and hardworking team and look forward to adding the right individual to fill this position!

We'll give you the training and tools to perform in a fast-paced, multitasking environment. If you're a star at your job, you will have respect, admiration, excellent compensation, and an opportunity to grow. The starting rate for a Customer Service Team Member is \$15.00/hr (\$31,200 per year). We also offer quarterly bonus compensation and a 401k.

### **We are looking for a qualified individual who can fulfill the following:**

- Be dependable and professional
- Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise
- Recommend possible products to meet the customers' needs
- Maintain a calm positive attitude when resolving customers' questions or concerns
- Learn our POS system, Dragonfly

## **Customer Service Job Description (continued)**

### **Education and Experience Requirements:**

- High School diploma or equivalent education is required
- 1-2 years of customer service experience or equivalent
- Proficiency working on a computer
- Proficient in Google Workspace and Microsoft Office
- Valid driver's license and current automobile insurance

### **Work Hours and Benefits:**

- Full time work hours. During store events, these hours may increase based on the support needed for the event.
- PTO (Paid Time Off)
- 401k
- Store discount
- Quarterly Bonus
- Starting Pay: \$15.00/hr (\$31,200 per year)