



INTERNAL JOB ANNOUNCEMENT

JOB TITLE: CALL CENTER REPRESENTATIVE
LOCATION: CLACKAMAS, OREGON

POSITION SUMMARY

The Call Center Representative is an experienced branch customer service professional that provides a critical link to our customers. Someone in this position would be expected to provide professional, prompt and courteous customer support by listening to customers and responding in a way that exceeds their expectations. The role is to provide world-class front-line service to our retail and dealer customers over the phone. This includes resolving technical problems, delivery and pricing inquiries, answering product questions, and educating customers on our product portfolio.

JOB REQUIREMENTS

- 1-2 years' experience Mutual Materials branch counter sales preferred.
 - High degree of knowledge around masonry building materials products and/or masonry/hardscape knowledge is highly desired.
 - This position calls for an individual with excellent communication skills, both written and oral; previous customer service experience is essential.
 - Experience using a windows-based PC strongly preferred.
 - Prior experience and knowledge of our Mutual Materials order management and inventory systems and policies preferred.
 - Capacity to work both independently and as a member of a fast-paced team.
 - Ability to multitask is critical.
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APPLICATION PROCESS

All qualified candidates may forward a letter of interest, resume or application to Human Resources for consideration. Contact Erin Seeley at eseeley@mutualmaterials.com with questions or for further application instructions.