



Position Title **Account Services**
Location **Solon, OH**
Department **Account Services**
Reports to **Director of Sales**

Position Summary

Account Services will be responsible for assisting customers in person and over the phone by determining needs and presenting appropriate products and services. This involves ensuring that sales transactions are completed accurately, maintaining accurate work order files and formulas and pulling appropriate products from the warehouse. This position will also assist in sourcing products required by customers that are not available in the store and, upon approval, place order and follow up as necessary

Expectations and Outcomes

- Ability to work independently and communicate effectively with colleagues and management
- Utilizes problem solving skills to respond to and resolve routine customer service issues via inbound and outbound telephone calls, written correspondence and/or electronic communication, and in person according to all company policies, standard operating procedures and contract coverage
- Follows up with internal and external customers, contractors, and/or business partners to ensure customer service issues are resolved
- Maintains current knowledge of all company policies, procedures, & programs
- Manage the entirety of the ordering process; ensuring order accuracy, updating order changes, and delighting customers
- Address customer concerns, rectifying any errors and enter customer orders with a high level of accuracy

Requirements

- Bachelor's Degree Preferred
- 1-3 years of relevant experience
- Excellent communication and relationship building skills
- Passion for helping customers and desire to make Customer Service a career
- A successful track record working in a high-volume environment
- Ability to work well on own
- Ability to communicate long distance with rest of the company
- Strong desire achieves personal and company financial goals
- Able to solve problems by thinking analytically and creatively.
- Regular and reliable attendance is an essential function of this position

Essential Job Functions:

- Ability to alternate sitting and standing
- Ability to use a computer keyboard and computer screen
- Ability to learn our sales and CRM tools, for entering orders and reviewing customer information
- Good knowledge of Microsoft Office
- Ability to use a telephone headset and telephone system
- Ability to handle and solve all types of customer service issues via phone and/or email

About MFS Supply

MFS Supply is a national distributor of property preservation supplies and multifamily appliances, HVAC, and cabinetry, headquartered in Solon, Ohio, with additional offices in Orlando, FL and Los Angeles, CA. Since its foundation in 2006, MFS Supply has expanded from lockboxes and security hardware into the multifamily, real estate, and renovation markets, nationwide. MFS Supply is a 9 time winner of Best of Cleveland Award in Locksmith & Keys by the US Commerce Association, 6 time participant in Case Western Reserve's Weatherhead 100 Northeast Ohio's Fastest Growing Companies, featured 3 times in Inc. 500 Fastest Growing Companies, and in 2015 was voted one of the Plain Dealer's Top Workplaces in Northeast Ohio