

Job Title: Customer Service Specialist
Job Type: Full-time

Reports to: Director of Marketing
Location: Mequon, WI

Position Description

Our growing pet food business is looking for a skilled and confident individual to join our team as a Customer Service Representative. We need an enthusiastic individual who can listen to our consumers, the pet parents, and then offer a unique and customized solution to the pet parent's question. The successful candidate for this role will have a strong passion for pets, strong comfort in working with phone, chat and our customer management system, and will be highly capable of learning about Fromm Family Foods product offerings; all of which are critical for offering quick and accurate support to our customers.

Duties and Responsibilities

- Take phone calls and respond to written communications in a professional and personable manner
- Collaborate with team to quickly and efficiently deliver complete answers
- Follow-up with sales support specialists or sales managers as needed

Skill Sets Required

- Responsible and accountable
- Strong verbal and written communication skills
- Strong general computer skills, including: Microsoft Office proficient
- A high degree of organization
- Ability to multi-task and work in fast paced environment
- Attention to detail and strong work ethic
- Strong typing skills (about 40 words per minute)
- Practice effective conflict resolution skills

Qualities Required

- Must love dogs, cats and people too!
- Positive, friendly and personable personality
- Dedication to service and willingness to helping customers
- Quick learner that is eager to learn new skills and information
- Team player who thrives on supporting team
- Collaborates effectively with team members and takes direction well

Experience Required

- Two years customer service experience
- High School Diploma or equivalent

Preferred Experience

- Experience in the veterinary field and/or professional pet experience
- Fromm product knowledge
- Background knowledge on dogs and cats (breeds, sizes, special traits, etc)

Additional Information

- 40 hours per week, Monday through Friday. Compensation based upon experience.
- Full time benefits: Health Care, Vision, Dental, 401k and vacation (after 90 day probationary period)

Please send cover letter, resume and inquiries to careers@frommfamily.com