

Office and Customer Service Lead / Supervisor

Our Mission is to improve the quality of people's lives by making amazing rooms together!

We're GROWING and EXPANDING and looking to hire for a Customer Service / Office Professional!

Position Description:

- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes
- Provide training, coaching, and development of employees
- Discuss with customers by telephone or in person to provide information about products, take and enter orders, cancel orders, and obtain details of complaints
- Check to ensure that appropriate changes are made to resolve customers' problems
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and record keeping
- Careful attention to detail and thorough in completing tasks
- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job
- Using computers and computer systems to enter data and process information

Benefits:

- Health insurance
- Vision and dental insurance
- 401K matching
- Paid vacation
- Long and short term disability insurance
- Ownership Thinking company that shares profits with their employees

Qualifications:

- Previous lead or supervisor experience, ideally in an office or retail environment, preferred but not required
- Ability and the willingness to work retail hours; including evenings, weekends, and some holidays
- Preferred but not required; 1-2 years retail experience and/or customer service experience

Our Expectations:

- Display honesty and integrity at all times
- Demonstrate energy and enthusiasm
- The desire to be part of a fun and competitive environment

How to Apply:

- Apply online at - <http://www.furnitureappliance.com/careers/>
- Email a resume to Careers@BostonFAM.com
- Fax a resume to 888-676-7340
- Stop in to your local store and pick up an application or drop off a resume

See what our employees say about working with us at: <https://youtu.be/46-9OQXx9JA>