



Customer Care Specialist I

Who Are You?

Do you have a winning attitude? Someone who is detail-oriented and holds themselves and others accountable? Do you have a high degree of Integrity? Are you smart, with a collaborative spirit and loyal to the core? If you can answer yes to all of these and live them every day, then please read on.

Who Are We?

We are a manufacturing company who lives by the following core values, and we hope you do as well: Winner Attitude, Accountable, Integrity, Collaborative, Loyal, & Smart.

- We strive to be the best and are always willing to go above and beyond for our customers.
- We are creative problem solvers that sets goals and hold ourselves and our team members accountable.
- We have a high moral standard and do the right thing.
- We work together and support one another to make others great.
- We consistently show strong support for a common belief, vision and mission, while remaining loyal.
- We are always seeking smarter and more efficient ways to do things. We are willing to think outside the box to be the leaders in innovation.

Essential Functions

The administrative professional interacts directly with customers and is responsible for making sure all inquiries (including Level I product-related and technical support questions) are answered promptly and professionally. This position also includes data-entry responsibilities and requires a high level of accuracy. Duties include, but are not limited to the following:

- Be motivated to learn about the door hardware industry and become knowledgeable about products and services offered.
- Provide above and beyond Customer Service when answering customer inquiries via phone, email or in person. Transfer calls or take messages when appropriate. Inquiries will include product information and application, pricing, availability, order status and troubleshooting.
- Log all inquiries and resolutions to the customers' accounts. Open a support case when needed.
- Use NetSuite to provide order status, tracking numbers for shipments, invoice/statements, product availability, pricing, estimated delivery dates, and any product-related general information.
- Review and process Purchase Orders with detail and accuracy. Contact customers in a timely manner to resolve any discrepancies on the order.
- Communicate with production and purchasing department to verify optimal delivery to meet the client expectation. Provide customers with the delivery schedule information.

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- Process any change order requests.
- Assist in project management responsibilities.
- Client Account Management Support

- End-of-Day billing and daily deposits
- Daily A/R - Assist in resolving billing and collection inquiries.
- Escalate any issues/concerns/complaints to appropriate Channel Managers and/or Technical Support.
- Assist in any special projects as assigned.

Benefits

- Performance and Attendance Bonus Incentives
- Medical/Dental/Vision Insurance
- 401k
- Vacation and Sick Pay
- Career Roadmap (Customer Care Specialist II, Account Manager, Technical Support, etc.)

Schedule

- Full-time
- Monday to Friday

Education and Work Experience Required

- College Degree
- At least 5-year experience performing customer service and/or A/R duties in a manufacturing or distribution environment.
- Minimum 3-years at a single employer
- Intermediate to Advanced Knowledge of MS office (Especially Excel).
- Ability to work with computer-based systems for inventory, shipment tracking, and customer service.

Preferred Qualifications

- Bachelor's Degree
- Bilingual
- NetSuite knowledge
- Door Hardware knowledge

Salary: \$18.00 - \$22.00 per hour

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