



## ***Retail Customer Care Representative***

McSwain Carpets & Floors is seeking a Customer Care Representative to join our Retail Team. The successful candidate will be responsible for answering phone calls and emails, providing information and helping the customer by being informative, empathetic, and efficient. They will identify and meet all internal and external customers' needs in regards to installation and service; research and resolve problem issues; contribute to the success of McSwain Carpets & Floors by fostering positive relationships with sales professionals, operations staff and external customers.

### **Qualifications**

***Integrity*** – Respectful, honest, gracious and helpful. Commitment to following the business culture of McSwain Carpets as outlined by our Mission and Vision Statements

***Business Professional*** – Excellence in customer service and relationship building (i.e. responsiveness to internal and external customers, professionalism, follow-through, reliability, consistency, and accuracy)

***Knowledge*** – Ability to solve problems logically and critically. Effective time management and organizational skills. A strong understanding and working knowledge of Microsoft Office and other CRM and internal systems

***Team Player*** – Contribute to team objectives, develop positive working relationships with sales team, operations staff and customer service team through building trust and respect

***Communication*** – Strong verbal and written communication skills. Clear and concise communication to other departments as necessary to meet customers' expectations

### **Customer Care Job Duties and Responsibilities**

- Handle customer calls with a high degree of courtesy and professionalism
- Able to think fast, find answers, and respond quickly to customer issues
- Ability to memorize, recall, or research answers quickly
- Excellent customer care and focus; ability to assess customers' needs and provide the correct answer, path, or method for a positive customer experience
- Share knowledge and contribute to the team by experimenting with new ideas and discussing best practices
- Ability to learn and follow all customer service procedures and policies
- Strive to meet and go above personal and team targets and goals

### **You will love this job if:**

- You are energized by interacting with and helping people
- You're a positive person and know how to look on the bright side
- You are patient, empathetic and endlessly communicative
- You bring solutions to the table, not just problems

### **Experience and Requirements**

- High school diploma or equivalent
- 2 + years in a customer facing role
- Proficient in Microsoft Office
- Ability to learn new software programs
- Team focused approach

## **Why work for McSwain Carpets & Floors?**

- Local, family owned for over 50 years!
- Great benefits and 401K
- Paid vacations and holidays
- Low employee turnover
- Opportunity for growth

## **About McSwain Carpets & Floors**

More than 50 years after our first store opened, McSwain Carpets & Floors is still very much a family business. What began with two brothers working together more than 65 years ago has grown to become one of the largest and most trusted flooring retailers in the nation. Built on the principles of honesty, doing your best, working with family and putting customer service first, McSwain Carpets & Floors continues to set the standard by which all new floors are measured today.

McSwain Carpets & Floors is a proud member of the **National Floorcovering Alliance (NFA)**, an association of the largest and finest floor covering dealers in North America. Less than a tenth of one percent of all flooring dealers meet the exceptional criteria of high-quality sales, service, and integrity required to maintain membership. Thanks to our membership, McSwain Carpets & Floors has access to exclusive products and special purchasing opportunities.