

# Customer Service Representative and Logistics Support

Splendid International USA Corporation is a building materials manufacturer and a leading provider of natural and engineered stone materials for commercial, residential and government applications. Founded in 2007, the Kent, Wash.-based company provides wholesale services and support worldwide under the 3S Stone® brand, as well as private-label brands. The company specializes in manufacturing, designing and distributing granite, marble, slate, quartzite, quartz, cultured marble, porcelain and ceramic products for indoor and outdoor use.

## Job Brief

Splendid International is looking for an energetic and well-organized individual to provide customer assistance, and functional sales and logistics support for the company's various product offerings. As the Customer Service Representative and Logistics Support Coordinator, you are a problem-solver who can work independently, work in teams and meet deadlines. You are detail oriented and possess strong organizational, verbal and written communication skills. Your ability to multitask, help customers with complaints and questions, give customers information about our products and services, process product defects and returns, coordinate shipping and logistical activities, and process sales orders are essential for this role.

## Responsibilities

- Maintaining a positive, empathetic and professional attitude toward customers
- Answering and directing incoming calls and greeting, directing, and assisting visitors
- Responding promptly to customer inquiries through various channels
- Acknowledging and resolving customer complaints in a timely manner
- Knowing our products inside and out so that you can answer questions
- Processing orders, forms, applications and requests
- Keeping records of customer interactions, transactions, comments and complaints
- Executing multiple sales/shipping activities on time and on budget
- Fulfilling new sales orders as instructed, including completing all necessary sales forms as part of the sales order process
- Tracking sales leads and customer orders, including CRM management

## Requirements

- Must have at least one (1) year of proven and progressive experience within fast-paced Customer Service teams
- Must have at least one (1) year of proven experience working within the shipping or logistics industry, and solid understanding industry terminology
- Ability to stay calm and resolve issues when customers are demanding or upset
- Working knowledge of CRM software/tools and Microsoft 365
- Proficient in multi-tasking with the ability to work efficiently with all staff levels
- Languages – Fluent written & spoken English
- At least a 2-year college degree required. Bachelor's degree preferred
- Valid driver's license

## Compensation Structure

- Full-time employment
- Opportunity for advancement
- Paid time off includes company-observed holidays, vacation and sick leave
- Company-paid medical, dental, drug and vision insurance

There is no visa sponsorship or relocation assistance for this position. Applicants must be authorized to work in the United States.

**To be considered for this opportunity, please submit a current resume, a cover letter explaining your qualifications, and a completed Employment Application Form to [info@3ssplendidintl.com](mailto:info@3ssplendidintl.com).**

Due to the high volume of applicants for this position, we will contact only those who meet the job requirements.

###