

**Job Title:** Customer Support Specialist

**Career:** There are opportunities for future career growth based on the needs of the company

**Hours:** 32-40 hrs/week

**Education:** High school diploma or equivalent

**Experience & Skills:**

- Computers
- Phone communication and soft skills
- Customer service and/or retail
- Spreadsheets
- Salesforce experience recommended
- Experience interacting with clients on the phone

**Training:** On the Job training is provided

### **Job Outline**

Montana Fire Pits is a national marketing and design company that specializes in e-commerce. The niche... high-end outdoor fire products. As we continue fast-paced growth, we look to build a customer support team with the goal of fulfilling our core values. One of our core values is that we are dedicated to an unforgettable customer experience from start to finish and we strive to be personal and personable in a world that is quickly losing that touch.

The work atmosphere at Montana Fire Pits is like that of a tech company. We strive to provide an environment that fosters flexibility, innovation, creativity, and putting team members in a position to be productive and empowered. We are self-starters, problem solvers, and brainstormers. Each team member works together to help build a company we're all proud to be a part of.

The Customer Support Specialist will be interacting with clients on a daily basis. This team member will work directly with our Operations Manager in order to plan and set goals for the growth and success of the department.

At Montana Fire Pits, we often have new projects or challenges that require additional help, since we are a small team. This means there are always new opportunities to diversify the workload and take on tasks that aren't in the normal job description. Flexibility and ingenuity are key characteristics of our team culture

### **Job Responsibilities**

- Take incoming calls from customers and direct them to the appropriate person if not relating to customer service.
- Implement and maintain a system for communicating with customers prior to receiving the product and after the delivery has been made.
- Work closely with the supervisor to design, implement and improve automation.

- Effectively communicate with compassion and kindness to our customers and manufacturers as it relates to any issues that may arise, upholding our core values.
- Manage daily order support inquiries in a professional, friendly, and personable manner.
- Timely and efficient resolutions in order to increase customer satisfaction
- Report weekly on established metrics
- Communicate with team members as needed to meet customers needs

### **Pay and Benefits**

- Starting wage varies based on applicant's experience and years in the workforce (starts at \$18/hr)  
***If Full Time...***
- Affordable health plans for employee and family
- Paid time off and paid sick days
- 401K with company matching up to 4% (after 1 year of employment)
- 2 days work-from-home, 3 days in office
- Schedule: Monday-Friday, 8:30am - 4:30pm