



CAREER OPPORTUNITY

Job Title: Customer Service Representative
Reports To: Customer Service Manager
Department: Customer Service

ABOUT WELLS & ASSOCIATES, LLP

Wells & Associates, LLP, is based in Stroudsburg, Pennsylvania, with corporate offices in East Stroudsburg, Pennsylvania. The company began in 2013 and specializes in leisure products that make our free time better, including electronics, camping gadgets, apparel, games, apps, and more. President and CEO is Dr. Holly Wells. Wells & Associates was awarded Best Local Business by the Pocono Bee in 2016 for hiring local college graduates and giving back to the community through service projects and philanthropic giving. Learn more at www.wellsllp.com.

Position Overview

Wells & Associates, LLP, seeks a customer service representative. Are you a stickler for impeccable service? Do you worry about the details when no one else does? Do you pride yourself on solving problems, finding solutions and taking care of others? Are you ready to represent a company that stands out in its commitment to providing world-class service and products to its customers?

If you share our passion for superior customer service and have what it takes to make each customer experience rewarding, then W&A is the company for you. W&A will invest in your success through a 4-week training program, side-by-side listening sessions with an experienced customer service representative, supportive management team, and continuous training on products and procedures. We empower you to guide every customer through their order.

General Responsibilities

- Guide customers through their orders and process them in a fast-paced environment using world-class technology.
- Communicate with positive, friendly customers via phone, email and chat.
- Help customers navigate W&A's ecommerce website and place orders online.
- Provide knowledgeable answers to questions about product, pricing, and availability.
- Work with internal departments to meet our customers' needs.
- Work with customers to resolve product returns, shipping inquiries, and order status questions.
- Submit quotes for high-quantity orders and custom items.

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200 PROSPECT ST. | EAST STROUDSBURG, PA 18301

www.wellsllp.com



Qualifications

- Education: Minimum high school diploma; bachelor's degree preferred
- Technological Skills: None—training will be provided on our system
- Industry or Related Experience: 1 year of customer service in any type of industry
- Certifications: n/a
- Additional Requirements and Qualifications: Excellent written/verbal communication skills. Available for 4-week training, weekdays 8-5.

Salary and Benefits

- \$14-\$20, depending on experience, + bonus programs + competitive benefits package

How to Apply

Please send resume, cover letter, and employment references as e-mail attachments to the following:

Dr. Holly Wells, President and CEO | hwells1@esu.edu

Only qualified individuals being considered will be contacted for an interview.

WELLS & ASSOCIATES IS AN EQUAL OPPORTUNITY EMPLOYER

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