

Front Office Customer Service Representative

Company: Z2 Bags

Department: Customer Service / Office Administration

Reports To: Management

Position Type: Full-Time or Part-Time

Position Summary

Z2 Bags is seeking a dependable, organized, and customer-focused Front Office Customer Service Representative to support our daily office operations.

The primary responsibilities of this position include answering incoming telephone calls, managing customer emails, accurately entering customer orders into QuickBooks, and developing a thorough understanding of our product line to assist customers.

The ideal candidate is friendly, detail-oriented, organized, willing to learn, and comfortable managing multiple responsibilities in a small manufacturing business.

Key Responsibilities

1. Customer Service & Communication

- Answer incoming telephone calls promptly, professionally, and courteously.
- Monitor and respond to incoming customer emails in a timely manner.
- Assist customers with product questions, order information, pricing, and delivery schedules.
- Follow up with customers to obtain missing order information or clarify questions.
- Provide customers with order status updates and shipping information as needed.
- Address customer concerns and work with management to resolve issues.
- Maintain positive, professional relationships with customers.

2. Product Knowledge & Customer Assistance

- Learn and develop a thorough understanding of all Z2 Bags products.
- Become familiar with product styles, sizes, materials, colors, customization options, and pricing.
- Understand product features and differences to help customers select appropriate products.
- Answer customer questions accurately and confidently.

3. QuickBooks Order Entry & Processing

- Enter customer orders accurately and promptly into QuickBooks.
- Review customer purchase orders for accuracy, including product descriptions, quantities, pricing, and shipping information.
- Verify order details and contact customers regarding missing or unclear information.
- Prepare and email order confirmations to customers.
- Review order confirmations for accuracy before sending them.
- Maintain accurate and organized customer and order records.

4. Production & Shipping Coordination

- Communicate with production personnel regarding customer orders, special requirements, and delivery schedules.
- Provide customers with shipping confirmations and tracking information as needed.
- Occasionally assist with production activities when additional support is needed.

5. General Office Administration

- Maintain organized customer files and office records.
- Assist with filing, data entry, document preparation, and other administrative tasks.
- Support management with special projects and daily office needs.

Qualifications

- Previous customer service or office administration experience preferred.
- Strong verbal and written communication skills.
- Good computer skills, including Microsoft Outlook, Excel, and Word.
- Excellent organizational skills and attention to detail.
- Ability to manage multiple tasks and prioritize responsibilities.
- Willingness and ability to learn detailed product information.
- Comfortable working independently and as part of a team.
- Experience with QuickBooks is a plus.

- Experience in manufacturing or order processing is a plus.

Personal Qualities

- Dependable and punctual.
- Friendly, professional, and patient with customers.
- Takes ownership of responsibilities and follows through on commitments.
- Detail-oriented with a commitment to accuracy.
- Eager to learn and develop product knowledge.
- Willing to assist wherever needed.
- Maintains a positive, team-oriented attitude.

Performance Expectations

Success in this position will be measured by:

- Professional and timely handling of incoming telephone calls.
- Prompt and accurate responses to customer emails.
- Accuracy and timeliness of customer order entry in QuickBooks.
- Prompt delivery of accurate order confirmations.
- Continued development of knowledge across the Z2 Bags product line.
- Ability to answer customer product questions accurately.
- Customer satisfaction and effective problem resolution.
- Consistent communication with management and production.
- Ability to complete daily responsibilities with minimal supervision.
- Dependability, teamwork, and overall office efficiency.
- On-the-job training, including QuickBooks and product knowledge.
- Opportunities for additional responsibilities and professional growth.
- Stable employment with an established American manufacturing company.
- Supportive, small-company work environment.

Additional Responsibilities & Growth Opportunities

As the employee becomes familiar with Z2 Bags' products, customers, and internal procedures, additional responsibilities may be assigned, including:

- Preparing and emailing customer invoices through QuickBooks.
- Assisting with additional accounting and administrative tasks.
- Taking on greater responsibility for customer order management.
- Supporting other office and production activities as business needs evolve.

Customer invoicing is not part of the position's initial responsibilities. Training will be provided before additional duties are assigned.

Compensation & Benefits

Z2 Bags offers a friendly, team-oriented work environment where employees are valued and have the opportunity to grow with the company.

Benefits are subject to applicable eligibility requirements and company policies.

- Competitive hourly compensation based on experience and qualifications.
- Paid holidays.
- Paid vacation / PTO.
- 401(k) retirement plan with company match.
- Year-end employee bonus.
- Flexible work schedule.

About Z2 Bags

For over 40 years, Z2 Bags has been a trusted American manufacturer of high-quality, custom sporting goods bags. We proudly manufacture bags for teams and organizations at every level of competition, from youth and high school sports programs to colleges and professional sports teams.

Made in the USA, our products are known for their quality, durability, and functionality. We have built our reputation on quality craftsmanship, dependable customer service, and delivering orders on time.

At Z2 Bags, we take pride in the products we manufacture and the long-standing relationships we have developed with our customers. As a small, team-oriented company, we value employees who are dependable, take initiative, pay attention to detail, and are willing to help wherever needed.

We are looking for someone who takes pride in their work, enjoys helping customers, and wants to become a valued member of our team.