



Customer Account Manager

FULL-TIME

HOURLY RATE \$14

With more than 40 years in the retail industry, Homemakers Furniture is a leader in providing affordable home furnishings to the state of Iowa. We seek employees who are dedicated and passionate about their work. We are seeking a highly motivated candidate to join our dynamic team.

BENEFITS

When you join the Homemakers team, you are joining a family-operated organization with a rich 40-year history in the retail industry. With the backing of Nebraska Furniture and Berkshire Hathaway, we are continuing to grow. With our family and growth-oriented culture, a career with Homemakers includes great opportunities for advancement, set schedule options, competitive pay, and fantastic benefits.

AS A **FULL-TIME EMPLOYEE**, YOU WILL ENJOY THE FOLLOWING BENEFITS:

- Comprehensive paid training program
- Medical, dental and vision insurance
- Pre-tax Flexible Spending Accounts (health and dependent care)
- Company-paid life insurance
- 401(k) with company match
- Profit sharing
- Short-term disability
- Employee assistance program
- Employee discounts (including Nebraska Furniture Mart)
- Closed most major holidays
- Paid time off
- Paid holidays
- Opportunities for advancement

POSITION SUMMARY

The customer account manager is a liaison between our customers, all company departments and manufacturers. He or she effectively resolves all customer issues to ensure complete customer satisfaction.

ESSENTIAL POSITION ACCOUNTABILITIES

- Promptly, professionally and courteously answer phone calls from our customers and maintain a ready status.
- Answer and maintain an acceptable level of calls per hour and maintain an acceptable call time
- Assist customers, employees and other team members with product knowledge, questions and warranty issues
- Prioritize duties and manage time effectively to handle sensitive and heavy workload
- Research customer purchase history in order to obtain customer and/or product information needed to effectively resolve customer concerns
- Process, coordinate and schedule furniture deliveries, pick-ups, service calls, part orders, extended warranty claims, returns and exchanges of defective product based on availability and stock levels
- Maintain and follow up with customer accounts in a timely manner
- Maintain a calm, positive, professional manner at all times, in stressful situations and in dealing with both customers and Homemakers team members
- Work at scheduled times, including nights, weekends and overtime as needed
- Exhibit a motivation to exceed customers' needs and expectations
- Perform in an independent, self-driven capacity with a minimum degree of supervision, assisting Customer Relations Manager as needed
- Maintain professional appearance and hygiene in accordance with dress code policies
- Provide feedback to management regarding efficiencies, safety and productivity
- Follow all operational and safety procedures
- The above responsibilities and additional duties may vary as assigned

EDUCATION/WORK EXPERIENCE REQUIRED

- High School Diploma or GED
- 1-2 years retail and/or customer service experience preferred

KNOWLEDGE, SKILLS AND ABILITIES

- Basic computer skills
- Phone etiquette skills
- Excellent interpersonal and communication skills
- Strong verbal communication and problem-solving skills.

OFFICE/CLERICAL EXPERIENCE

- Typing skills of 35 net wpm
- Strong 10-key/data entry skills
- Proofreading skills

BEHAVIORAL EXPECTATIONS

- Respect - Follows Homemakers Core Values of honesty and integrity, customer loyalty, quality products and services, teamwork and cost effectiveness.
- Motivation - Commitment to the assigned task. Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. A self-starter. Takes calculated risks to accomplish goals.
- Quality - Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.
- Quantity - Willing to work with a sense of urgency. Meets productivity standards; completes work in timely manner; strives to increase productivity.
- Teamwork - Demonstrates a willingness to work with a team.
- Adaptability - Demonstrates a willingness to adapt to changing circumstances and workflow.
- Attendance - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

PHYSICAL EXPECTATIONS

- Extended sitting at desk for work on computer

ENVIRONMENTAL CONDITIONS

- Will work indoors and outdoors
- Conditions may include hot/cold temperatures, dusty surroundings and noisy work environment

Background check and pre-employment drug screen are required.
Homemakers is a tobacco- and drug-free workplace. EOE