

## **Job description Customer Service Representative**

### About Fermob:

Fermob USA is the North American branch of Fermob, the renowned French outdoor living brand. Serving the United States and Canada for over 20 years, we have brought Fermob furniture to American homes, workplaces, hotels, restaurants, and public spaces, with the aim of sharing the French “joie de vivre” and our love of French design. We bring people together – outdoors and indoors – and when people are connected, good things happen.

For this role, we are looking for a relationship-driven, outgoing, and detailed individual with a positive work attitude who is passionate about servicing customers and enjoys working cooperatively with multiple teams.

### Position Summary:

Maintain and enhance customer relationships across all sales channels. Help and assist customers with all product and order related inquiries. Process orders and communicate with different customer groups (retailers, contract customers, residential designers, consumers, other specifiers) on a daily basis.

### Experience, Skills & Knowledge:

- 2+ years customer service experience in B2B environment
- High school diploma or equivalent required
- Strong customer service mindset
- Outstanding communication skills
- Solid conflict-resolution skills
- Creative problem-solving ability
- Strong attention to details
- Microsoft Office and Google Suite proficiency
- Strong ERP and CRM knowledge – NetSuite, Sage, Salesforce preferred
- Strong focus on TEAMWORK
- Experience working in a US subsidiary with European headquarters a plus

### Responsibilities:

- Answer incoming customer phone calls based on availability
- Answer incoming customer email inquiries within 24 to 48 hours of receipt
- Process sales orders daily
- Create estimates (quotes) daily as needed
- Provide pricing and discount structure, tear sheets, drawings, and product images to customers
- Monitor customer deposits and final payments daily
- Monitor and update estimated ship dates for sales orders daily
- Follow up on all open orders weekly for confirmation
- Follow up on expired estimates monthly
- Assist territory managers, external sales representatives, and/or customers with order status, tracking, item availability, and lead times
- Review lead time information sheet and US Newsletter weekly
- Send samples and marketing materials to sales representatives and/or customers as needed
- Assist with training new employees
- Process warranty / shipping claims
- Other tasks and projects as assigned

### Position offers:

- Competitive base salary
- Potential corporate bonus
- Paid time off (PTO)
- 401K with company match
- Paid holidays
- Company paid / subsidized insurance package
- Work from home (WFH) opportunity

Office Hours:

Monday - Friday 8:30 - 5:00 PM

Office Location:

Ability to commute to Cumming, GA

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- On-the-job training
- Paid time off
- Parental leave
- Vision insurance
- Work from home

Work Location: Hybrid remote in Cumming, GA 30040