

## Customer Service Representative

### The Company

Here at Encore Glass, we are dedicated to providing the best service and highest quality products in the industry. Forty plus years ago, we began sterilizing and recycling bottles for Northern California wineries (letting the bottles perform an 'encore'). As we learned more about the needs of the vintners we serve, we expanded to import and distribute glass and expanded to offer services like custom printed boxes, decorated bottles, and custom molds. Millions of cases later, we are still led by the same family and the same values for our customers and our employees.

We empower you to make decisions and seek out the information necessary to provide exceptional service to our customers. If you are looking for a role where you get to think fast on your feet, juggle multiple priorities at once and take ownership of your accounts, this is the place for you!

### What you will be doing/The Role:

Serving as the **bridge between Sales and Operations**, you will be responsible for working closely with Account Managers to maintain and fulfill customer orders – **this is not a call center environment!** We want you to build relationships with our customers so you can serve them as best as possible. This is an interactive environment allowing you to liaise with different departments to problem solve for your customer – your customer comes first at every moment of your day and we want you to provide winning solutions for your customer.

Encore's Customer Service team is responsible for the execution of all tasks and communication between order inception to delivery. Because of the breadth of the role, **strong attention to detail and adherence to process and procedure are essential for all applicants.** This position involves critical thinking, flexibility, a strategic mindset and the ability to shift priorities quickly as they change from hour-to-hour. Your proactive approach, athleticism and strong organizational skills will help you to be successful in this role.

This is an onsite position typically Monday through Friday from 8 AM to 4:30 PM.

### Why Encore?

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero award to Our Outstanding Achievers' and fun winter and summer activities!
- We are committed to employee development and growth – when you succeed we succeed!
- We offer a competitive base salary and benefits package with a generous 401k matching program.
- Celebrating 50 years in business and continuing to have exciting opportunities on the horizon.

### MINIMUM REQUIREMENTS:

- 4+ years full or part-time work experience in a customer-centric role preferred
- Minimum associates degree in progress or completed; Bachelor's degree preferred
- Self-motivated, able to work independently and extremely organized.
- Exemplary customer service skills with a willingness to go above and beyond for our customer.
- Excellent written and verbal communication skills.
- Intermediate MS Office Skills.
- Able to work after hours when necessary.
- A sense of humor – we have fun!

Encore Glass is an equal opportunity employer. For more information, please visit our website at [www.encoreglass.com](http://www.encoreglass.com).

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements. The salary range for this position is \$23.00-25.00 per hour.