



ROCKLER[®]
WOODWORKING AND HARDWARE

NOW HIRING

Order Entry / Customer Service Associate - (Medina)

Full-time hours between 12:00p.m – 8:30p.m.

Competitive starting rates

Do you enjoy talking on the phone? Do you like to establish customer relationships?

Rockler would like you to become a member of our team!

Rockler Companies is currently seeking individuals that have **customer service / inbound call center** experience.

While providing excellent customer service, the Call Center Associate will accurately process customer orders via phone, mail, fax, email, or chat. In addition you will troubleshoot and resolve customer service inquiries while building a relationship with the customer.

Provide service to customers seeking assistance with post-order issues such as returns, replacements, refunds, delivery status, back order inquiries, and any other issues that may arise in the order fulfillment process.

Rockler continues to show their employees appreciation by having monthly appreciation events. Some examples are: Luncheons, Dunk tank contests, Luau, Halloween Costume Contests, company outings, and many more!

Monday - Friday also working every third Saturday from 8:00a.m. – 4:30p.m. with a day off during the week to maintain a 40 hour work week!!

If you or anyone you know may be interested please apply online at

www.rockler.com/careers

We look forward to hearing from you soon!