



INBOUND CALL CENTER REP

We want you! Your positive attitude. Your commitment to delivering the best. And, if you happen to be good at ping pong...well, all the better!

ABOUT US:

Join Baudville, Inc, *The Place for Daily Recognition*, a trailblazing business-to-business product innovator, catalog marketer, and Internet retailer located in the thriving City of Grand Rapids, MI.

Under one big building are the trifecta of teamwork: Baudville, IDville, and hi5. Baudville is an industry leader in providing day-to-day recognition solutions and awards for schools and the workplace. IDville specializes in photo identification systems and accessories that promote the safety of employees, students, and staff. And, hi5, our newest brand to join the team, offers innovative service awards and performance-based recognition programs.

Together our three brands serve business, education, government, and healthcare markets while setting marketing trends and pioneering new products.

ABOUT THE OPPORTUNITY:

Baudville is looking for an upbeat, self motivated person with great work ethic to work in our Call Center. This position will perform various tasks including field inbound telephone calls across all Baudville brands while using our call flow requirements, timely and accurately completion of quotes, enter orders, answer and resolve all questions and inquiries.

Our combination of pay, benefits, hours, and fun work environment make this an excellent opportunity. The call center is open Monday through Friday, 8:00 a.m. to 7:00 p.m., closed on weekends and holidays. So if you have a passion for business-level sales and service but are tired of working typical call center hours, read further!

JOB DUTIES:

- Resolve all inbound customer inquiries promptly to completion.
- Demonstrate strong customer focus and commitment to quality.
- Follow all policies and procedures to ensure accuracy and consistency.
- Problem-solve and handle escalated issues appropriately.
- Achieve minimum expectations for upselling, average order value, and call conversion.
- Meet and exceed all monitoring criteria and utilize feedback for further development.
- Meet all department objectives and metrics for call handling.
- Perform any sales support functions as needed
- Follow call flow process with all calls

REQUIREMENTS:

- High school diploma required, associate's degree preferred.
- A minimum of two years of business-to-business sales experience in a Call Center environment desired.
- Highly motivated and professional with excellent communication skills, highly confident and goal oriented.
- Strong computer skills and proficiency in Excel and Word
- Well-developed sales and customer service skills such as strong follow through skills and attention to detail.

At Baudville Inc, also known as *The Office of Positive Mojo*, we offer a challenging but rewarding work environment where employees respect and recognize each other. We are an equal opportunity employer dedicated to workforce diversity and a drug- and smoke-free workplace. Drug screening and background check are required. No phone calls please.