



# Position Description

## Customer Service Guru

### **The Company**

Unequal's mission is to protect people in the military, sports, work and life. Professionals in the NFL, MLB, NHL and X Games as well as Olympic athletes, collegiate and youth athletes in football, baseball, soccer, hockey, lacrosse, action sports, contact sports and other activities, wear Unequal's protective head and body gear. Unequal's technology is protected by 100 worldwide patents. Its products have been tested by the US Government, accredited laboratories, OEM facilities and top universities. An attendee at the recent White House Concussion Summit, Unequal is recognized as a Forbes 100 Most Promising Companies, ESPN's Top 15 Best Sports Innovations, the #1 Tech Innovation by Esquire.com and winner of the DuPont™ Kevlar® Innovation Award.

### **The Position**

#### **Location**

Philadelphia, USA.

#### **Reporting Relationships**

This position reports directly to the Office Manager.

#### **Responsibilities**

The customer service representative is responsible for providing superior customer service for all internal and external customers by using in-depth knowledge of company products and programs. Specific responsibilities include:

- Answer inbound phone calls, including providing timely and accurate information to incoming customer order status and product knowledge requests.
- Process customer orders/changes/returns per established policies and procedures.
- Work closely with accounting to resolve account questions.

- Provide timely feedback to the company regarding customer service information issues, record details of inquiries, comments and complaints.
- Partner with the sales team to meet and exceed customer's service expectations.
- Provide general administrative and customer service support for all departments.

### **Opportunity**

This candidate will have the opportunity to interface with and impact all of Unequal's customers and employees.

### **Compensation**

Compensation is commensurate with experience.

### **Travel**

Travel will be limited.

## **The Candidate**

### **Education/Certifications**

Bachelor's Degree from an accredited college or university preferred but not required.

### **Professional Qualifications**

Minimum of two years' experience in a customer service position preferably in distribution, retail, or manufacturing; or telephone answer and data entry experience in an office setting.

Ability to prioritize and multi task.

Strong working knowledge of Microsoft Office, with the ability to create PowerPoint presentations and Excel reports.

Extremely well organized and detailed oriented with excellent time management skills.

### **Personal Characteristics**

Determined and resourceful; with the ability to prioritize work.

Strong communicator who is highly organized and able meet aggressive deadlines.

Must be resilient, upbeat and proactive.

A self-motivated, self-confident individual able focus on immediate day-to-day needs, while quickly responding to changes in priorities.

Must be results-orientated problem solver able to work independently.

A credible and reliable individual; someone with a high degree of professionalism.

Excellent written and verbal communication skills, takes pride in all communication and correspondence both formal and informal.

For more information on this position, please send your resume to:

**Unequal Technologies**

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