



Customer Service Assistant Job Description – Part-Time

Live Edge Design is looking for a customer-centered individual to join our team. If you enjoy finding solutions for customers and have a warm and welcoming disposition, our local, employee-owned business needs your help to grow our North American sales of luxury custom furniture.

Job Summary:

Perform a wide variety of duties under the direction of the Sales Manager to ensure an effective operation of the sales division of the department. Be responsible for providing prompt, courteous and knowledgeable service to our customers. Be responsible for intersecting with other departments to ensure seamless experience for clients.

Primary Relationships:

The Customer Service Representative reports to the Sales Manager. Within the Organization, the position has primary working relationships with the Sales Manager, the Drafting Team and the production team. A huge part of this role is taking care of clients so client care and relationships is the focus.

Essential Functions:

- Create a sales experience as per LED process.
- Answer email and telephone enquiries; complying with the sales procedure to meet sales targets.
- Maintain accurate records of client contact information, referral data within the LED App.
- Tour clients around the design studio and workshop.
- Effectively handle point of sale transactions.
- Handle customer correspondence, complaints and inquiries, reporting to Management for resolution if necessary.
- Ensure showroom is clean and tidy and that the best sales environment is created.
- Develop positive relations with long term clients.
- Respect and comply with all Live Edge Design policies and procedures.

Additional Responsibilities:

- Attend events, trade shows or sales missions.
- Making presentations, such as Lunch and Learns, in person or remotely.
- Participate in ongoing marketing research with Sales Manager and Marketing Manager to ensure relevant data collection for an effective marketing plan
- As part of the whole Live Edge Team, assisting with whatever tasks need to be completed including but not limited to, janitorial services and heavy lifting