



WEBCO HR, Inc.

Let Experience be Your Guide

ECOMMERCE CUSTOMER SERVICE REPRESENTATIVE – HUNTINGTON BEACH, CALIFORNIA

WEBCO HR, Inc. is seeking an eCommerce Customer Service Representative for one of our clients located in Huntington Beach, California.

SUMMARY

The eCommerce Customer Service Representative bridges the gap between technology and operations, using ASP.NET Shopping cart, Fishbowl Order Management system, and Zoho CRM. This position maintains the efficiency and effectiveness of the entire order-to-fulfillment process, as well as managing customer relationships. This role requires a combination of web order expertise, problem-solving skills, and an understanding of eCommerce procedures. Other duties include monitoring the online chat system, product updates, data entry, and data maintenance.

RESPONSIBILITIES

- Respond to customer inquiries via phone, email, and chat.
- Address customer questions and concerns promptly and professionally.
- Help with order inquiries, returns, and exchanges, ensuring a positive customer experience.
- Collaborate with other departments to resolve customer issues and escalate complex cases when necessary.
- Process orders, returns, and refunds accurately and efficiently.
- Offer product and service information to customers, assisting them in making informed purchasing decisions.
- Monitor customer accounts for fraudulent activity and take actions to mitigate risks.
- Work with the team to develop strategies and initiatives for improving overall customer service and satisfaction.
- Updates online product data as and when needed.

REQUIREMENTS:

- Minimum 3 years of experience in eCommerce support or a related role.

- Proficiency in eCommerce platforms and customer service software.
- Experience and proficiency in ASP.NET STOREFRONT and ZOHO CRM preferred.
- Ability to learn new products and services quickly.
- Firm knowledge of Microsoft Office Suite.
- Excellent communication, problem-solving, and interpersonal skills.

COMPENSATION:

Competitive hourly rate: \$27.00 - \$35.00, commensurate with experience and skill. Comprehensive benefits package including health insurance, paid vacation, sick, & holidays, with opportunities for professional development, education, and advancement.

THE COMPANY:

Our client is a growth oriented, privately held, family owned and operated, licensed specialty contractor, service, repair and e-commerce firm located in Huntington Beach. They have been in business for over 80 years and are the leader of the chute industry in customer service and product quality. Products and services include all things related to rubbish and linen chutes. debris chutes. rubbish compactors and recycling systems. The company is multi-faceted, encompassing all areas related to permanent chutes. As a specialty contractor providing installed products to the new construction market. As a manufacturer providing complete chute and ancillary equipment nationally and internationally direct and through distributors. As a repair, service and parts company providing repairs, service (cleaning, maintenance & odor control) contracts and sales of e-Commerce parts worldwide.

WEBCO HR, Inc. is an Equal Opportunity Employer

APPLY