Tufenkian Artisan Carpets

Title: Customer Service Representative

Location: 20 Capitol Dr. Moonachie NJ 07074

Job Type: Full-Time

Compensation Type: Salary + Commission

Wage: $40,000 - $45,000

Start Date: ASAP

Job Description: As a member of the Tufenkian Carpets Customer Service team, you are the primary contact for all service related matters and focal point for resolution of all customer service related problems. We look to you to establish strong relationships with Dealers, help to grow sales, support customers and/or Regional Sales Manager in the operational and merchandise management of the account. You may have individual responsibility for select accounts.

Primary Responsibilities:

- Obtain and place orders from customers and/or Regional Sales Manager
- Provide general information – product availability, billing, freight, shipping, delivery times, fiber content, cleaning instructions, etc.
- Interact with other departments in the Company to ensure all aspects of sales support and customer service are fulfilled
- Manage a portfolio of own accounts for commission
- Prepare quotes for custom rugs (re-size, re-color)
- Inventory management -- Analyze inventory to ensure customer’s merchandise assortment is aligned with Tufenkian best sellers on a national and local level, suggest alternates (size and/or design) and coordinates
- Merchandise management -- Monitor and manage sell-through (weekly or bi-weekly) and replenish best-selling rugs and new product introductions; Manage exchanges
- Manage consignment inventory & billing
- Work with accounts to ensure approved marketing programs are implemented; provide accounts with sample marketing programs/materials upon request

Qualifications:

- Bachelor’s degree
- Excellent communication skills with pleasant phone manner
- Must have minimum of 3 years office setting customer service experience
- Ability to establish strong relationships with both Dealers and Tufenkian Regional Sales Managers
- Strong inside account management skills
- Adept at merchandising and product knowledge
- Detail oriented with superior follow-up skills
- Superior analytical skills
- Ability to work under pressure and meet deadlines
- Computer knowledge of MS Windows; Excel, Word

Application Instructions: Email cover letter/resume to: LGonzalez@Tufenkian.com.
About the Organization: Tufenkian Carpets is the worldwide leader in the design and manufacturing of handcrafted area rugs, and a recognized innovator in the implementation of social and economic development programs in underdeveloped countries (please visit our website - www.tufenkian.com). The company has also opened its own Showrooms in select markets throughout the country. We are seeking personnel to staff Moonachie, NJ location.

The company is widely recognized as the trendsetter in its industry. Its products are regularly featured in designer show houses and prestigious home-fashion magazines such as Architectural Digest, Elle Decor and others. The company has grown rapidly and consistently since its inception, and has recently expanded production from its base in Nepal to newly developed facilities in Armenia.

Founded in 1986 by its owner and lead designer, James Tufenkian, the company has grown from a handful of employees in the New York City area and 100 in Nepal to over 50 in North America and 10,000 in Nepal and Armenia. An avid proponent of utilizing economic development to stimulate social change, Tufenkian's worldwide activities have financed a crafts village in Nepal, bringing much needed educational, medical and housing facilities to the exiled Tibetan and Nepalese craftsmen working in this Third World Nation. James continues to expand on his economic development activities in the former Soviet republic of Armenia, creating enterprises, teaching skills and values, and working towards establishment of a prosperous, democratic nation.