

Job Title: Telephone Customer Service Representative

Pay: \$16.00 - \$19.00 per hour

Job Description:

About Us:

We are a trusted fireplace and wood stove retailer dedicated to helping customers keep their homes warm, safe, and comfortable. From complete units to replacement parts, we take pride in providing excellent customer service and expert product knowledge.

Position Overview:

We are seeking a detail-oriented and outgoing Telephone Customer Service Representative to join our team. This role involves assisting customers over the phone with identifying and purchasing the correct replacement parts for their fireplaces and wood stoves. The ideal candidate will enjoy problem-solving, have strong communication skills, and be comfortable reading product schematics and diagrams.

Key Responsibilities:

- Answer incoming customer calls in a professional and friendly manner
- Assist customers in identifying correct replacement parts using schematics and product manuals
- Provide accurate product information, pricing, and availability
- Process orders and ensure all details are entered correctly into our system
- Work closely with the warehouse and sales teams to support customer needs
- Deliver an exceptional customer experience with patience and professionalism

Qualifications:

- Previous customer service experience (phone-based preferred)
- Ability to read and interpret product schematics or diagrams
- Strong attention to detail and accuracy in order entry
- Outgoing, friendly personality with excellent verbal communication skills
- Basic computer skills and familiarity with order management systems
- Interest in fireplaces, wood stoves, or home improvement is a plus (training provided)

What We Offer:

- Competitive hourly pay
- Opportunities to earn additional monetary bonuses

- On-the-job training and product knowledge development
- Supportive team environment

Schedule:

Full-time, Monday–Friday with occasional Saturday shifts as needed

Job Type: Full-time

Benefits:

- Paid time off

Work Location: In person