

Customer Service Representative

New Horizons Supply Cooperative has an exciting opportunity for a Customer Service Representative in our Fennimore, WI office. This individual will manage all aspects of creating an excellent customer service experience for current and prospective customers. You must be detail-oriented and results-driven, with a commitment to quality, accuracy, and the ability to organize and prioritize workloads to meet deadlines. The ideal candidate should have excellent verbal and written communication skills, strong analytical and customer service skills, and the ability to work in both a team environment and on self-directed tasks.

You will:

- Provide excellent customer service to all customers, including answering calls in a timely manner.
- Promptly resolve customer requests, questions, and concerns that require detailed analysis to reach resolution.
- Work to increase sales through prompt, courteous responsiveness to customer needs, while keeping up to date with sales and marketing programs.
- Accurately enter data for daily receipts, delivery dispatches, and customer details.
- Communicate effectively with supervisor and team members to foster a positive work environment.
- Promote a strong safety culture by following all safety policies, procedures, and regulations.
- Perform other duties as needed or assigned.
- Work extended hours as needed to meet business demands.

Basic Qualifications: (required)

- Three-plus years of experience in a customer service role
- Account management experience
- Working knowledge of basic accounting practices
- Proficient in MS Office (Excel, Word, Outlook)
- Must be able to remain in a stationary position more than 50% of the time and will occasionally move about inside the office to access filing cabinets and office machines.

Preferred Qualifications: (desired)

- Customer service background
- Energy Cooperative background
- Associate degree in Business or Accounting

To apply, email your resume to amandad@newhorizonsco-op.com or mail your resume to 1775 4th Street, Fennimore, WI 53809 Attn: Amanda.