



**Saddleback Leather Co.  
Customer Service Specialist**

## **Job Description**

### **1. About this position**

The Saddleback Customer Service Guru (CSG) position is responsible for creating outstanding, long-term, positive relationships between Saddleback and its customers, as well as Saddleback CS clients and their customers. The CSG position accomplishes this through extraordinary service, personal attention, follow through and detail orientation. Solving problems swiftly and effectively and the use of courtesy, tact and sound judgment is another way the CSG ensures a solid relationship is formed with customers.

The CSG has frequent contact with customers, regular contact with Saddleback employees inside and outside the Customer Service Department, and some contact with vendors. The responsibilities that follow are performed by Customer Services Guru's and with the guidance of a Sr. Customer Service Guru and/or the Manager. Some discretion is used, however the Manager must approve the more critical decisions.

### **2. Essential Duties**

- a. Create a one of a kind experience for all customer interactions by email, phone, chat, and in our physical Showroom in Azle, Texas.
- b. Proactively interact to ensure all questions are answered and all problems resolved in an accurate and timely manner with good results.
- c. Share current promotions or information to each customer you have contact with.
- d. Competently use all systems and equipment necessary for customer care.
- e. Maintain a familiarity with the Saddleback product line and help customers find what they need.

### **3. How we know you are the most qualified person for this position**

#### Education

High School Diploma or G.E.D. is required. Some College or College Degree preferred but not required.

#### Technical Skills

- a. 1-3 years of proven experience in serving customers
- b. Basic understanding of CRM systems
- c. Moderate computer skills

#### Behaviors you must have because we can't teach them to you

- a. **Warmth and Humor:** The ability to draw customers in from first contact and make them feel like they WANT to become a part of the Saddleback family. The ability to make customers laugh without offending them.
- b. **Verbal Communication:** The ability to quickly assess the needs and communication style of the customer and speak to them in their "language." The ability to make every customer believe they are the most important customer Saddleback has. The ability to make each customer believe their issue or concern is the most important issue or concern Saddleback has.

- c. **Written Communication:** An expert ability to write without typos, misspelled words or grammatical errors. The ability to use templates to personalize, matching your persona and the personality needs of each individual customer. The ability to convey warmth and tone through the written word. The ability to accurately and precisely convey the message the customer needs to hear/see so there is no misunderstanding about what happens next. And all the other things in letter b, except in writing.
- d. **Problem Solving:** The ability to look beyond the obvious and determine what things at a micro level need to be addressed, fixed, changed or enhanced. This includes quickly finding solutions to basic problems with ease and with minimal guidance from management – i.e. “self-directed”
- e. **Accountability:** The ability to accept responsibility for what is yours, whether it is a heroic win or a mistake. The determination to find solutions rather than pointing blame at others. The ability to accept constructive feedback for improvement and positive feedback for recognition. The ability to do something you don’t like doing -- but is in the best interest of the customer and company -- without complaining about it.
- f. **Results Focus:** The eagerness and drive to get things done without frequent reminders. Initiative.
- g. **Detail Orientation:** The ability to achieve a high level of accuracy in regards to customer data entry, customer communications, processing orders via our CRM (Customer Relationship Management) systems, etc.
- h. **High Integrity:** The desire to do the right moral, ethical and honest thing especially when no one else is looking. Exhibit high character always, both in good and hard/stressful times.

#### 4. **Special Requirements/Working Conditions**

##### Physical

- a. Sitting for extended periods
- b. Repetitive use of mouse and keyboard
- c. Using a telephone headset for extended periods

##### Environmental Conditions

You will be working at the Saddleback Leather Showroom and Headquarters.

##### Other Requirements

Ability to work extended hours and weekends as necessary.

#### 5. **Reporting structure**

|                                               |                          |
|-----------------------------------------------|--------------------------|
| <i>Directly Reports to:</i>                   | Customer Service Manager |
| <i>Others reporting to Direct Supervisor:</i> | Senior CS Rep            |
| <i>Positions reporting to the CSS</i>         | None                     |

#### 6. **Budget and Authority Levels**

|                        |        |                   |     |
|------------------------|--------|-------------------|-----|
| Budget Responsibility: | \$0.00 | Hiring Authority: | N/A |
|------------------------|--------|-------------------|-----|

|                                   |        |                                                                                  |     |
|-----------------------------------|--------|----------------------------------------------------------------------------------|-----|
| Signature authority for Invoices: | \$0.00 | Signature authority for performance reviews and other performance documentation: | N/A |
| Other:                            |        |                                                                                  |     |

This job description is intended to describe the general nature and level of work performed by employees assigned to this position. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified. Changes to duties and responsibilities, as well as changes to this job may be made at any time at the discretion of management. Saddleback Leather Company is an “at-will” employer; this job description is not a guarantee of continued employment. Saddleback Leather Company is an equal employment opportunity employer and does not discriminate on the basis of race, color, religion, gender, physical or mental limitation, age, veteran status, ancestry, national origin, marital status or any other characteristic or classification protected by law.