



Dear Candidate:

Are you an individual that works hard every day to improve your skills, learn new things and make your customers happy? If so, you are the person we want on our growing Customer Service team!

The Douglas Stewart Company is a national distributor for over 225 brands including Dell, Adobe and Skullcandy. Who do we distribute to? Academic resellers (i.e. Value Added Resellers) and college retailers (i.e. campus bookstores and tech stores). These customers are truly a pleasure to work with!

We are looking for someone that enjoys a fast paced, fun environment to join our first class team! Don't have CSR experience behind a desk? That's OK, any professional customer facing experience can fit the bill. We are looking for someone who has all the attributes, skillsets and mental make up to be a great communicator, team player and is passionate about helping our customers. We offer full training and work with our employees to help them become the best they can be. We answer questions and work with you to ensure you are successful, but we also expect you to be a self-starter and take ownership of your responsibilities and help us drive an exceptional customer experience!

You will be expected to have excellent written and verbal communication skills as the majority of this position is interacting with customers via phone and email regarding order status, pricing, product and program questions, returns and many other inquiries. Flexibility, prioritizing, organization and multi-tasking are a must in exceeding our customer's expectations! In addition to supporting our academic resellers and retailers you will also enter orders and input tracking for our direct eBay and Amazon sales.

The Douglas Stewart Company is growing and Customer Service is a great place to learn our business, it can be a stepping stone to other departments including Sales and Product Management.

Are you interested yet? If so, send your résumé to [hr@dstewart.com](mailto:hr@dstewart.com). Did I mention we have beer Fridays, popcorn Thursdays, chair massages and many more fun activities on a regular basis!? Come join the fun, we look forward to hearing from you!

Sincerely,

Kaetlyn

Customer Service Supervisor

**Position Summary:**

Responsible for assisting customers with product and program questions, orders, returns, complaints and other inquiries. Perform all Customer Service duties at a level that satisfies and exceeds our customer's expectations in all direct and indirect customer contact.

**Overview of Essential Duties / Functions:**

- Assist customers with their questions and concerns through multiple channels
- Accurately process orders and returns placed through various methods
- Meet daily order entry goals and deadlines
- Support assigned accounts and/or product lines
- Maintain a competent knowledge of vendor product lines
- Other duties as required