



POSITION SUMMARY

TITLE: Customer Care Representative

DEPARTMENT: Customer Care

REPORTS TO: Manager of Customer Care

COMPANY OVERVIEW:

Brook Furniture Rental, Inc. (www.bfr.com) is America's leading high end residential and office furniture rental company. We provide high quality furniture and trustworthy and reliable service to sophisticated transferred business executives, both domestic and international, in major metropolitan cities across the country. For three decades, we have focused on delivering the highest possible customer satisfaction through the combination of high quality furniture, impeccable service, and dependable execution. Brook employs over 400 Team Members across the country to run its operations.

POSITION OVERVIEW:

A Customer Care Representative is responsible for delivering the superior Customer Service Brook prides itself on. The person who fills this position will professionally resolve any billing questions or problems, process payments over the phone, and will help coordinate activities with the sales and distribution teams. They will also be responsible for maintaining their own portfolio of accounts; which will include answering billing questions, researching any delivery and pick up discrepancies and soft collection activities.

RESPONSIBILITIES:

- Oversee current customer base to track and maintain current payments to keep customer in good standing
- Accurately post customer payments into the financial institution website
- Reconcile customer's billing questions as they arise
- Prepare manual invoices for special custom billing requests
- Successfully handle "mild" collection calls as appropriate
- Answer inbound customer inquiries, referring sales leads to proper showroom

REQUIREMENTS:

- Positive energetic attitude
- Ability to collaborate with the customer base as well as the Sales Teams and Distribution Centers
- Ability to effectively communicate with customers and team members at all levels
- Excellent organizational skills
- Work well under time sensitive situations (customer deadlines, urgent delivery & pick up questions)
- Familiar with Microsoft Office (specifically Word, Excel, Outlook)
- Ability to multi-task in a fast paced environment
- Good quality analytical skills

HOURS: (Department Hours are Monday – Friday from 7:30 am – 7:00 pm Central Time)

- Two days 10:30 am - 7:00 pm
- One day 9:30 am - 6:00 pm
- One day 8:30 am – 5:00 pm
- One day 7:30 am – 4:00 pm

Brook offers a competitive compensation and generous benefit package including health benefits, dental benefits and a 401(k) plan. Email your resume to resume@bfr.com. We thank all applicants for their interest. Only those chosen for an interview will be contacted. We are an Equal Opportunity Employer M/F/D/V