

Position: **Customer Service Representative I**

FFI seeks a customer service professional to join a great team that is enjoying company growth every year. The successful candidate will help clients on the phone, build long-term client relationships, enter and track orders, and follow up to complete sales.

Functional Fenestration Inc. is a business-to-business distributor of high quality architectural hardware. Our clients include window, door and skylight manufacturers and retailers throughout North America.

Key responsibilities

- Support Position for Customer Service/Inside Sales Department
- Answer phones and direct call traffic efficiently and successfully
- Filing and Document Management
- Provide customers with order status, product information and ordering assistance
- Contribute to success of the sales and service team
- Keep clear, complete records of activities and transactions
- Be knowledgeable about FFI hardware products and the window, door and skylight industry
- Assist Customer Service Manager with reports, projects and other activities to accomplish company goals

Key experience and qualities

- Front Desk or Customer service experience, 2 years minimum
- Inside Sales Experience to assist with order placement a plus, but not required
- Reliable, organized, professional and motivated
- Excellent phone manner; ability to speak clearly
- Minimum 35wpm typing experience
- Strong computer skills: Microsoft Office, Access experience a plus
- Experience in Activant Prophet 21 or SAP software is a plus
- Experience in a related business: hardware; door, window or skylight sales, installation or manufacturing; lumber yards; construction; general contractors or builders; estimators; architecture or architectural product sales; electronics; building supplies

FFI offers health, vision and dental benefits, a 401(k) plan, continuing education support, and other benefits. We are truly an equal opportunity employer. FFI is committed to company growth; we encourage a positive and ethical work atmosphere so that our employees can contribute to that growth. Office hours are 8 am - 5 pm, Monday - Friday. FFI is 10 minutes from LAX airport and El Segundo.

Visit us at <http://www.fenestration.net>.

Please email your resume with salary requirements to: HR@fenestration.net (no phone calls or walk-ins, please). Applicants will complete basic testing for spelling, grammar and math skills. Thorough screening, background and reference checks will be conducted.