



### **Customer Care Associate**

AgoNow is a pure industrial wholesaler and channel solutions provider whose No. 1 goal is to help distributors and manufacturers grow profitably. As a member of the AgoNow team, the Customer Care Associate role is critical to helping AgoNow achieve success while meeting and exceeding the expectations of our partners.

- Full-Time Position
- 1 Year of Experience Preferred
- Effective Date: 12/15/16

### **Duties and Responsibilities**

- Directly and proactively manage the customer experience to ensure exceptional service.
- Design, innovate, and manage all customer processes to ensure support of sustainable customer experience.
- Ensure proactive, actionable, and clear communications around all customer expectations.
- Develop and maintain knowledge of the competitive landscape including end users segments, applications, product categories, and channels of distribution.
- Understand and align to desired performance relative to the annual business plan
- Leverage all available technology and tools to increase productivity in revenue generation
- Manage all customer transactions including sales order transactions, payments, quotes, credit limits, etc.
- Collaborate with other departments and supplier partners to facilitate solutions on the customer's behalf.
- Retain business by ensuring an outstanding customer experience
- Develop and cultivate market leading customer relations.
- Contribute to team effort by accomplishing results as needed.
- Understand and follow company policies, and procedures.
- Perform other duties as assigned.

### **Skills, Education, and Qualifications**

- Excellent verbal, written, and communication skills.
- Strong time management and organizational skills.
- Strong phone contact handling skills and active listening.
- Possess strong problem solving skills.
- Demonstrates a commitment to provide excellent customer service.
- Committed to professional development.
- Ability to prioritize multiple tasks and follow up with a sense of urgency on behalf of the customer.
- Experienced with Windows operating systems.
- High school degree or an equivalent qualification from an accredited institution.
- 1 year of customer care experience preferred.
- Must be available to work an 8-hour shift.

Please send all inquiries to Ashlee Steward at [Ashlee.Steward@agonow.com](mailto:Ashlee.Steward@agonow.com)