



## WILLIAMS-SONOMA Established 1956



### Work from Home (laptop anywhere) Opportunities!! Now hiring seasonal Customer Service Associates in Boulder City!!!

Looking for a seasonal opportunity but don't want to commit to retail schedules and long commutes? Williams-Sonoma's premier Customer Care Center is looking for friendly, upbeat sales / service oriented people!

- Paid Training!
- Casual Dress Environment
- Fun Contests & Recognition Programs
- Opportunities for Growth / Promotion
- Very Lucrative Employee Discount!

#### **POSITION SUMMARY:**

Perform job duties and functions for catalog sales and customer service within the call center environment.

#### **PRIMARY FUNCTIONS:**

- Process customer orders while communicating all essential elements of the sales script to ensure exemplary customer service and call quality
- Extend specials to telephone customers
- Address customer questions and concerns regarding product and delivery information
- Cross sell for maximum customer/company benefit
- Tactfully negotiate and appease customers using a variety of methods established by Williams-Sonoma, Inc. guidelines
- Check inventory database and issue replacements and/or credit customers for damages/defective merchandise
- Perform other duties as assigned

#### **QUALIFICATIONS:**

- High School Diploma or GED
- Independent decision making and problem solving skills
- Possess strong interpersonal skills, superior oral communication skills and a professional phone manner

Apply online:

<https://wsgc.applicantstack.com/x/openings>

Must complete 3 steps: Application and 2-part assessment to be considered!

Williams-Sonoma, Inc. promotes a drug-free work environment and EOE