



NEW HORIZONS SUPPLY COOPERATIVE

1775 4th St • Fennimore WI 53809 • Phone (608) 822-3217 or (800) 321-2128 • Fax (608) 822-3225

Customer Service Representative

New Horizons Supply Cooperative has an exciting opportunity for a full-time Customer Service Representative. This individual will manage all aspects of creating an excellent customer service experience for current and prospective customers. The ideal candidate should have excellent verbal and written communication skills, strong analytical and customer service skills, and the ability to work in both a team environment and on self-directed tasks.

Responsibilities:

- Provide excellent customer service to all customers, including answering calls in a timely manner.
- Promptly resolve customer requests, questions, and concerns that require detailed analysis to reach resolution.
- Work to increase sales through prompt, courteous responsiveness to customer needs, while keeping up to date with sales and marketing programs.
- Accurately enter data for daily receipts, delivery dispatches, and customer details.
- Communicate effectively with supervisor and team members to foster a positive work environment.
- Promote a strong safety culture by following all safety policies, procedures, and regulations.
- Work extended hours as needed to meet business demands.
- Perform other duties as needed or assigned.

Basic Qualifications:

- Three-plus years of experience in a customer service role
- Associate Degree in Business or Accounting, preferred
- Account management experience
- Working knowledge of basic accounting practices
- Proficient in MS Office (Excel, Word, Outlook)
- Must be able to remain in a stationary position more than 50% of the time and will occasionally move about inside the office to access filing cabinets and office machines.

Summary of Benefits:

- Competitive Salary
- Health, Dental, Life, and Short/Long Term Disability Insurance
- Paid Holidays
- Paid Personal Time Off
- 401K with Employer Matching
- Section 125 Cafeteria Plan

New Horizons is an Equal Opportunity Employer. New hires are subject to drug and/or alcohol testing. Please download and complete an application from our website www.newhorizonsco-op.com. Applications can be emailed to hr@newhorizonsco-op.com, mailed to Attn: HR, 1775 4th St, Fennimore, WI 53809, or you can also apply in person at our office in Fennimore or Lancaster. The above is designed as overview and is not all inclusive.