**Text, logo, company name

Description automatically generated**

We’re seeking a Customer Service Associate to join our Cincinnati, OH team!

At tvONE, we celebrate and support our differences. We are a progressive and open-minded team of individuals that engineer confidence in our products and the staff behind them. tvONE is proud to be an equal opportunity employer that is committed to diversity and inclusion in the workplace.

**Job Summary**

* Receive and process orders for tvONE and Green Hippo products and services
* Review orders for completeness and accuracy and discuss changes and corrections directly with customers
* Establish conversational, working relationships with customers’ purchasing and project staff
* Proactively provide order tracking to customers and confer with Operations to expedite or trace shipments
* Perform follow-up communication with customers on incomplete orders and further processing and discuss delays and other anomalies with customers and associate sales managers.
* Maintain customer contact information in ERP system
* Work with sales staff to attain a conversational understanding of all major opportunities, and establish and maintain accurate, expected close dates
* Administer collection and disposition of resale tax certificates
* Compile order-related statistics and prepare reports for management
* Telephone customers to measure satisfaction with products and services
* Acquire and verify the names and contact information for individuals and companies to be included in outbound marketing activities

**Knowledge and Skill Requirements**

* Requires a high school diploma or equivalent, Associate degree is a plus
* Familiarity and understanding of enterprise level ERP systems
* Strong verbal and written communication skills for extensive direct communication with customers and colleagues
* Proficient in the use of Microsoft Word and Excel
* Working knowledge of NetSuite is a plus
* Maintain a Professional demeanor and can-do attitude
* Must be extremely detail-oriented, organized, and accurate

**Compensation and Benefits**

* Health, Dental, Optical, Retirement Savings and Paid Vacation
* Job Type: Full-time - Hourly
* Hours: M-F, 8-5 as standard operating hours
* Job Location: Cincinnati, OH - No relocation offered

**Job Type**

Full-time

Pay: $18.00 - $20.00 per hour

tvONE prohibits discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

To apply, please submit your CV and portfolio to [jobs@spitfirect.com](mailto:jobs@spitfirect.com).