Title: Customer Support Specialist I
Department: Customer Service
Position Classification: Full-time, regular, non-exempt, full-remote available
Contact: opportunity@indowwindows.com

Company: Indow is an award-winning Portland company manufacturing and selling energy and noise reducing window inserts. Join our mission to provide our customers with comfort and quiet while helping preserve the environment and historic buildings.

Job Snapshot: This position will work effectively with our inside sales team to help bring comfort and quiet to the homes of our consumers across the United States and Canada. The ideal candidate will be motivated by a passion for growth and learning, highly computer literate, detail-oriented, organized, and efficient. This is a support role and not a direct sales position.

Key Responsibilities:

- Manage customer inquiries made via phone, email, text, chat, and web form. Provide basic product, company, and order process information.
- Act as a company concierge, routing all calls and communications to correct personnel.
- Provide dedicated measure support on all channels including scheduled phone and video appointments.
- Investigating service and/or product issues, including preparing & tracking cases and assisting in their resolution.
- Working in conjunction with production and shipping personnel for on order progress and shipping issues.
- Work in conjunction with the special orders team to assess special shapes orders and ensure prope measurements, photos, and templates are submitted correctly.
- Verify and process orders from measurement submission to customer invoicing stage.
- Verify and process payments from payment to addition to the production queue.
- Special assignment projects from the sales department as required, including research and data reporting.

Primary Qualifications:

- Excellent written and verbal communication skills
- Strong interpersonal skills
- Organized and detail-oriented
- Excellent computer skills and ability to learn our ordering and CRM systems

Education and Experience:

- Experience with Salesforce preferred but not required
- Bachelor's degree preferred but not required

Compensation:

- $18.00 - $22.00 per hour, depending on experience
- Robust benefits package including:
    - Paid vacation leave based on hours worked, starting at ten days per year and increasing with tenure
    - Sick leave - up to 40 hours per year for employees based in Oregon; if applying outside of Oregon, inquire with Hiring Manager for state-specific policy
    - Seven paid holidays
    - Medical and dental insurance
    - 401k with employer matching
    - Flexible Spending Accounts
    - Short term disability and life insurance
    - Stock options