

NASSIMI

CUSTOMER SERVICE SENIOR SPECIALIST

About Us

Nassimi LLC is a leading supplier of performance faux leather and upholstery textiles for commercial and residential interiors. Nassimi is recognized as a market leader and innovator, setting industry standards for quality, design & color, performance, environmental stewardship and always aiming to exceed customer expectations.

About this Position

We are seeking a Customer Service Senior Specialist to support our growing business. This person will be the main point of contact for several key accounts. This person must love data, MS Excel, as well as learning proprietary systems, and be a detail-oriented and driven individual who can multi-task in a fast-paced environment.

This is a full-time position, and you will be reporting the Customer Service Manager and working as part of a team in a demanding environment.

What You'll Do

- Provide exemplary customer service to our (B2B) customers
- Serve as the main point of contact for large furniture manufacturers using their proprietary portals
- Enter orders into MS Dynamics GP, acknowledge orders on customer portals, review and release orders to the warehouse, create labels to accompany goods, create ASNs and BOLs
- Run regular inventory reports for the customer and the internal team, to assist in monitoring inventory levels
- Manage daily EDI transactions
- Anticipate customers' requests and proactively provide information
- Think outside the box to provide solutions to customer needs
- Collaborate with our warehouses, outside sales representatives, and internal departments to resolve customer queries and issues
- Develop a knowledge of our products in order to provide authoritative advice to customers
- Find new ways to delight our customers and build strong relationships with your contacts at the customer
- Provide continuous feedback on how we can improve customer satisfaction
- Assist all customers and potential customers with phone and email inquiries
- Respond quickly and courteously to a heavy stream of email inquiries
- Review customers' orders for accuracy and release them to the warehouse for shipment
- Reach out to customers to clarify order requirements when necessary

What You'll Need

- A genuine appreciation of the impact of world class customer service, and the desire to deliver at an industry-best standard
- Excellent listening skills: ability to connect and build a relationship with customers over the phone or through email
- Strong attention to detail
- Love of data, numbers, and Excel

- Superior written and verbal communication skills
- The motivation to go above and beyond for our customers
- Infectious energy and enthusiasm
- Ability to multitask, juggle multiple priorities, follow up, and maintain organization in a fast-paced environment
- Fast learner
- Good interpersonal skills
- Problem solver
- The ability to work independently and as part of a dynamic team
- Looking for a long-term, stable career
- Communicate well with all levels of organizations
- A minimum of 5 years' experience in an office setting
- Experience with warehouse operations and/or shipping
- Proficiency with Microsoft Office products (Outlook, Word, Excel)
- Familiarity with Google sheets
- Microsoft Dynamics certification a plus
- Experience with customer portals a plus (Oracle, SAP)

What We Offer

- A competitive compensation package
- Health, vision, and dental benefits
- A pleasant and challenging work environment
- A hybrid work model – with a minimum of 2-3 days in the office per week
- Convenient Midtown Manhattan office location within walking distance of Penn Station, Port Authority and Grand Central

To apply please send a resume to [**dori@nassimi.com!**](mailto:dori@nassimi.com)