



cavalier inc.

...health and the pursuit of happiness

Job Description

Title: ServMart Customer Service Associate

Salary Range: \$25,000.00 (also eligible for company bonuses)

Department: Sales

Description: Are you seeking a career that leverages your drive, intelligence and unmatched interpersonal skills? Do you thrive on achieving aggressive goals and working independently? Are you looking for a challenging and fast-paced work environment? Cavalier, Inc. is looking for extremely high-caliber college graduates and/or top-performing early career professionals with the drive and enthusiasm to join our team. Ideal candidates are intelligent, creative, have leadership capabilities, an entrepreneurial spirit, and enjoy working as part of a team. Associates will gain a vast array of business exposure in a challenging and fun environment, while supporting our diverse customer base. Our Sales Dept. is a hardworking and technologically advanced team, in a fast-paced and rapidly changing environment, and this position is a stepping-stone to advancement within our company! Our dedication to sustainability means that we are constantly implementing new and exciting technologies that allow us to improve efficiency and reduce our impact on the environment. We offer great pay and benefits with a company philosophy of "work hard, play hard!"

Duties:

- Must deal directly with Navy customers, either by phone, electronically or face-to-face, must respond to customer inquiries, and resolve customer complaints
- Obtain and evaluate all relevant information to handle product and service inquiries, provide pricing and delivery information and process orders, forms, applications and requests
- Organize workflow to meet customer timeframes, direct requests and unresolved issues to the designated resource, and keep records of customer interactions and transactions
- Prepare and distribute customer activity reports, maintain customer databases
- Manage the administration of the above, communicate and coordinate with internal departments, and provide feedback on the efficiency of the customer service process.

Qualifications * * *:

- Bachelor's Degree from an accredited college/university OR equivalent experience meeting the criteria outlined below.
- 2-3 years of professional experience with the following may be substituted for the above degree requirement at the hiring manager's discretion: knowledge of customer service principles and practices, computer applications, Microsoft Office suite, some typing is required. Knowledge of Apple products a big plus, as we operate on iMacs, iPhones and iPads.
- Must have an understanding of common sales practices and be challenge-oriented with the will/desire to be the best at what you do.
- Must be comfortable talking to people and forming relationships.
- Excellent communication skills—writing sample may be requested.
- Must be able to work independently as well as in a team environment.
- Superior organizational, problem-solving, and multi-tasking abilities. Attention to detail a must!
- Must be able to lift heavy items when organizing and restocking product (approx. 50+ lbs).

- Hours of operation for this position are 7 am – 4 pm. Applicants must be available during this time, as these are the hours the store is open.
- ***Reliable transportation a must. Candidates must be able to pass a background check to gain access to Naval Station Norfolk. This position is offsite, at our location within the Super Servmart on the Navy Base. Prior Military Sales or Navy experience highly desired!

WE ARE PROUD TO BE AN EQUAL OPPORTUNITY EMPLOYER!