

JOB POSTING

CUSTOMER SERVICE REPRESENTATIVE

INSIDE SALES

DATED OCTOBER 22, 2025

We are currently seeking to add another Customer Service Representative – Inside Sales to our team. We are looking for long-term employment, in a fast-paced exciting work environment. This position can provide the applicant with more opportunities as our company continues to grow.

This is NOT a commission-based sales position

Key Responsibilities:

- Ensure the best possible customer experience is provided
- Work directly with the customer throughout the entire order process
- Provide customers with product options, quotes, process approved orders, maintain status updates and seek additional information as needed during the production process and notification of their completed orders
- Receive incoming calls and emails in a professional and courteous manner
- Return customer calls & emails with efficient responses in a timely manner
- Assist with social media content, showroom management, sales tasks and online store order processing

Key Qualifications:

- Effective written and verbal communication skills

- Detail-oriented with strong data entry skills
- Positive attitude in a fast-paced environment
- Team player who can work independently
- Minimum of 1 year customer service-based experience required

This position is offered for part-time 16-24 hours or full-time status 24-40 hours per week. Flexible scheduling is available for the right candidate, including “school hours.” This position is in our Gales Ferry (Job Lot Plaza) location.

Candidates must be extremely proficient with:

- Customer service and have strong communication skills
- Basic computer skills, including typing and using email
- Microsoft Office programs – Word, Excel, Outlook, Teams
- Other data/order entry and financial software – QuickBooks
- Organization

Candidates will continuously interact with customers from pre-order all the way through completed orders, assisting and providing updates as needed and following up post order.

You will be expected to:

- Always represent the core values of Thirty
- Have a strong understanding of our products and services
- Be the first person to greet customers when they walk into our showroom and the first person they speak to when calling us
- Arrange meetings with customers to go over future projects as well as following up with annual returning customers
- Independently assist the customer in various ways including showing product samples with options, offering accurate pricing and quotes, assisting with Online Store merchandise selections,

answering industry standard questions, taking artwork notes and properly processing orders

- Ensure customer deadlines are met
- Provide daily summary to management
- Provide summaries and updates during weekly meetings

Candidates must have strong people skills. Positive interaction with our customers is a must.

Candidates will also interact heavily with management, production team, graphics team and other customer service team members. The ability to work well with others in a team environment and clearly communicate orders and customer requests is a must. From time to time, you may assist the production team with light duties, this is based on job volume. Social media, marketing, sales and showroom display setup will also be included in this position.

Candidates must be able to enter orders properly following company guidelines, take payments and perform other computer tasks properly; attention to detail is required. Candidates must be able to learn and maintain a strong understanding of our products and services. Training in these various tasks and software, as well as learning about our line of products and services, will be provided.

We offer flexible scheduling, paid time off, paid holidays, employee discounts, free parking, a company coffee mug & t-shirt as well as no weekends and major holidays. We also offer competitive pay and the opportunity to earn bonuses when meeting and exceeding company and individual goals.

Experience in sales is preferred. Experience in the apparel, sign and promotional products industry a plus. Pay based on experience. Starting \$18-\$22 per hour.

To apply please complete the Thirty Marketing Employment Application, on our website under employment. Email completed applications to KBlais@ThirtyMarketing.com or drop off your completed application at our office.