



Human Resources
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South Saint Paul, MN 55075
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Customer Experience Associate

SG has a fantastic opportunity! We are currently looking for seasoned Customer Experience Associates to join our Customer Experience Department. On this position the Customer Experience Associate will be responsible for engaging in customer interactions, both via inbound phone calls as well as offline activities, including but not limited to processing holds and responding to customer emails. This position requires the associate to create a great customer experience through each interaction while focusing on first call resolution. Other responsibilities include:

- Provide a first class experience to customers in our inbound call center contacting us to place their orders or resolve any concerns
- Conduct offline service activities, including but not limited to responding to customer emails and processing holds
- Recognize trends in customer complaints and notify supervisors. Provide recommendations for continuous process improvement to provide the best possible customer experience.
- Work with departmental supervisors in handling difficult cases
- Apply judgement in resolving problems within established limits of authority and knowledge
- Communicate with customers to resolve order issues in an efficient and timely manner
- Adhere to departmental KPI standards and all company policy, including the attendance policy
- Participate fully in all training opportunities provided to improve both customer service skills and product knowledge.
- Keep supervisor informed of important developments, potential problems and related information necessary for effective management.

The above list of functions is not an all- inclusive list of every duty that may be required to be performed in this position.

Minimum Education, Experience and Knowledge:

- High School Education or equivalent
- 5 + years of Customer Service experience working in a Call Center Environment
- Excellent written and verbal communication skills
- Good administrative and clerical skills, including PC experience
- Clear and pleasant voice, good enunciation, and concise phone manner
- Ability to sit for extended periods of time
- Ability to work effectively in the face of ambiguity, shifting priorities and multiple deadlines
- Willingness to work overnight shifts to include occasional weekends and extended hours as determined by business needs

What we offer:

Sportsman's Guide offers an excellent compensation/benefits package; including medical, dental, Vision Insurance, Short and Long Term Disability Insurance, 401(k) with company match and fantastic merchandise discounts. If interested, please email your resume to hr@sportsmansguide.com

SPORTSMAN'S GUIDE CORE VALUES Hungry for Growth • Prudent Risk Taker • Can-Do Resourceful Spirit • Embrace Fun • Respect the Individual • Open to Change