

# Job Posting

Customer Support Specialist I - Golf

Reports to: Call Center Supervisor

## About Mizuno

It is the responsibility of every Mizuno USA teammate to champion our Mission and commitment to one another and athletes everywhere as they strive for ultimate achievement at every level of competition. Are you a competitor driven by overcoming extraordinary challenges? Are you motivated by being a critical team member versus a limited role player? Do you aspire to make a difference with a brand that strives to do more in the communities in which we serve?

If so, then Mizuno USA team is recruiting top draft picks and free agents to transform the challenger brand that is Mizuno! Let us know if you're game ready!

## Summary

Responsible for entering and maintaining orders received via fax or email, and ensuring orders are flowing through the system properly.

## Basic Qualifications

- Positive attitude and pleasant personality
- Excellent organizational skills, with an ability to pay particular attention to detail
- Excellent written and verbal communications skills
- Knowledgeable of Golf

## Other Qualifications

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- 4 year college degree or 5 plus years related business experience
- Previous Golf experience a plus, but not required
- Familiarity with JDE and Microsoft Office

## Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Review/qualify all orders received by accounts and sales representatives. Monitor compliance with booking programs to ensure orders are entered with correct terms; manage and process booking orders and processing rush requests
- Review orders daily to ensure that orders are processing smoothly.
- Assist customers and sales reps in billing, pricing and program inquiries
- Answer incoming phone calls through the Call Center
- Resolve customer problems as needed, including invoice and shipping errors, returns, and general issues for Territory Managers and other accounts
- Process change requests and cancellations on existing orders as directed by the customer and / or sales rep
- Process requests for returns and repairs

- Maintain up-to-date knowledge of Mizuno USA's product lines
- Collaboratively maintaining centralized email boxes
- Communicate with multiple departments to process orders, credits, invoicing and other related requests

**Whenever possible, Mizuno USA, Inc. strives to promote from within if the skills and necessary qualifications meet the requirements for the position. Internal and external candidates will be considered for the position and the best candidate will be hired.**

**Mizuno USA, Inc. is an Equal Opportunity Employer: All qualified applicants will receive consideration for employment and will not be discriminated against based on their race, gender, disability, veteran status or other protected classification.**

**EOE M/F/D/V**