

## Basics

Job Title Customer Support Specialist I

Job Code CSS144

Reports To Call Center Supervisor

FLSA Status Non-Exempt

FLSA Tested Yes

Direct Reports No

## 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 performers to transform the challenger brand that is Mizuno!

Let us know if you're game ready!

## Summary

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

## Reports To

Call Center Supervisor

## 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.

- Assist customers and sales reps in billing, pricing, program inquiries, and processing rush requests
- Answer incoming phone calls through the Call Center
- Resolve customer problems as needed, including invoice and shipping errors, returns, and general issues for running accounts
- Process change requests and cancellations on existing orders as directed by the customer and / or sales representative
- Process requests for returns
- Maintain up-to-date knowledge of Mizuno USA's product lines
- Review orders to ensure that they are processing smoothly

- Collaboratively maintaining centralized email boxes
- Maintain files and organize older returns, orders, and credit memos
- Communicating with multiple departments about orders, credits, invoicing, and other related requests

#### **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

#### **Other Qualifications**

- 4-year college degree or 5+ years related business experience
- Previous Baseball experience a plus, but not required
- Proficient at using Microsoft Office
- Familiarity with JD Edwards (JDE) ERP system preferred

#### **Physical Demands/Essential Functions**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Verbally communicate with customers internally/externally
- Must be able to hear and communicate with customers internally/externally
- Ability to multitask different assignments at once

#### **Work Environment**

The noise in the work environment is usually moderate

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*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