

Basics

Job Title Customer Support Specialist I
Reports To Customer Support Associate Manager
FLSA Status Non-Exempt
Direct Reports No

About Mizuno

Mizuno USA's roots stem from its parent company, Mizuno Corporation. Mizuno Corporation was established in Osaka, Japan in 1906 by Rihachi Mizuno. Today, Mizuno USA is located in Peachtree Corners, GA and continues to manufacture and distribute high quality golf, baseball, softball, running, track & field, and volleyball equipment, apparel, and footwear.

Since our founding, we have taken special pride and pleasure in being able to participate in the exciting world of sports and providing sports equipment of the highest quality. Each and every one of us is guided by the ideal of true sportsmanship. That was true over 100 years ago and is still true today. It is evident in our corporate philosophy which, simply stated, is "Contributing to society through the advancement of sporting goods and the promotion of sports."

Are you a competitor driven by overcoming extraordinary challenges? Are you motivated by being a critical team member? Do you aspire to join a brand that makes a difference in the communities we serve? Mizuno USA is seeking top performers like you carry on the legacy of one of the world's most iconic sporting goods brands.

Every Mizuno USA teammate is a champion of our Mission and commitment to one another and athletes everywhere as they strive for ultimate achievement at every level of competition.

Let us know if you're game-ready!

Summary

The Customer Support Specialist will interact with the company's customers by addressing inquiries and resolving complaints, generally providing a higher level of customer support on a specific product or service. This role is responsible for orders received via fax or email and ensuring orders are flowing through the system properly.

Essential Duties and Responsibilities

The Customer Support Specialist will perform specific tasks like the following:

- 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 maintain centralized email boxes.
- Maintain files and organize older returns, orders, and credit memos.
- Communicate with multiple departments about orders, credits, invoicing, and other related requests.

Qualifications

- Bachelor's degree in Business or related field, or equivalent combination of education and experience
- Previous experience in a customer-serving role.
- Knowledge of, or ability to learn, product, service, or area of customer support specialization.
- Previous experience in the footwear, sporting goods, or apparel industry a plus
- Excellent written and verbal communications skills, including the ability to listen to customer concerns and respond with the utmost professionalism.
- Excellent organizational skills, with an ability to pay particular attention to detail.
- Proficient computer skills with the ability to learn new software.
- Familiarity with ERP systems like JD Edwards.
- High level of proficiency in Microsoft Office applications.
- Positive attitude and pleasant personality.
- Service-oriented and able to resolve customer grievances.

Physical Demands/Essential Functions

- Prolonged periods sitting at a desk and working on a computer in an open office environment.
- Must be able to lift up to 15 pounds at times.

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

Visit <https://www.careers-mizunousa.com/jobs> to apply, or send your resume and cover letter to mizunocareers@mizunousa.com and include the Job Title in the Subject line.