BLIND INDUSTRIES AND SERVICES OF MARYLAND

POSITION POSTING

**Requested start date: ASAP**

**Position Title: Ecommerce Customer Service**

**Department: AbilityOne Base Supply Center**

**Ecommerce…Dover, Delaware**

**Hiring Manager: Kevin Gillespie**

**Salary: $9.75 - $11.75 Hourly**

**Number: 1 Position Available**

**Schedule: Monday-Friday, (7:30 AM to 4:30pm)**

**\* HOURS ARE SUBJECT TO CHANGE AT MANAGER’S DISCRETION**

**The company will not pay relocation expenses.**

**Essential Position Functions:**

**1. Assist Online Customers with product selections**

**Via phone, fax, email and the Ecommerce Web site.**

**2. Provide technical assistance on the use and**

**functionality of Ecommerce Web Site to customers.**

**3. Be knowledgeable of promotional offerings.**

**4. Resolve delivery and product discrepancies**

**5. Perform all aspects of Customer Service functions**

**to include followup support with customers to**

**confirm satisfaction with product and delivery**

**6. Manage Customer Accounts**

**7. Provide frequent updates to Supervisor**

**8. Perform Marketing/Sales actions to enhance**

**Ecommerce business opportunities**

**9. Performs other duties as assigned.**

**Qualifications:**

**1. Minimum Attendance Required: 100 Percent**

**2. Must possess excellent communication, customer   
 service and organizational skills.**

**3. Possess Computer, Internet and Ecommerce**

**Operational skills.**

**4. Proactive, energetic, enthusiastic and willing to   
 work in a fast pace environment**

**4. Must have strong interpersonal skills.**

**5. Sales and Marketing skills desired.**

**Some positions require qualified candidates to pass a background investigation at Blind Industries and Services of Maryland’s expense.**

**E.E.O. M/F/D/V**

**www.bism.org**