



Customer Service Representative – Party Savvy

Party Savvy, a prominent event rental company in Monroeville, Pennsylvania, is currently seeking a Customer Service Representative (CSR) to join our team. As a CSR, you will play a crucial role in ensuring our customers have the perfect event experience. Excellent service begins with identifying client needs and offering appropriate rental products based on the event type. The CSR handles inquiries promptly and effectively in a fast-paced, team-oriented environment. Successful candidates must add value to each interaction, close sales, and provide excellent customer service.

Essential Duties and Responsibilities:

- Field incoming phone calls, texts, web requests, and emails.
- Make outbound calls to update current and new business contact information.
- Greet clients in the Design Center/Showroom.
- Recommend the most suitable products.
- Upsell to maximize revenue opportunities.
- Follow up relentlessly on quotes and leads per department goals.
- Maintain relationships and get to know each client thoroughly.
- Enter all data into critical systems.
- Process cash and credit card payments as well as make changes and issue credits.
- Network to meet new clients.
- Travel occasionally to offsite locations.
- Meet critical performance metrics.
- Assist with maintenance of the showroom; this includes maintaining and changing showroom displays, keeping shelves cleaned and stocked, light-duty cleaning, etc.
- Pack and check rental orders before delivery or customer pickup.
- Check in linen deliveries; sort them by customer order and stage them for delivery or customer pickup.
- Maintain tracking spreadsheets as orders are created and deleted.
- Collaborate within a team environment with a cooperative spirit.
- Uphold and embody the company's Core Values: Consistency, Adaptability, Reliability, and Teamwork (CART).
- Perform additional duties as required.

Schedule:

- Monday – Friday and weekends as needed.
- Shift time – 8:30AM – 5:00PM, with potential for overtime during our peak season.

Benefits/Perks:

- Medical, dental, vision, and 401k after 60 days.
- Enjoy team member rental discounts and participate in our referral program.
- 96 hours of PTO annually (prorated the first year based on hire date/month).



Qualifications and Requirements:

- One or more years of related customer service experience.
- Must possess a high level of communication skills.
- Ability to be engaged and interested in learning about each event.
- Excellent typing skills.
- Proficiency in the English language (both written and verbal) is required.
- General knowledge of basic math skills: fractions, percentages, and ratios.
- Ability to multi-task, prioritize, and manage time effectively in a fast-paced environment.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Great problem-solving skills.
- Comfortable upselling and asking for orders.
- Excellent customer service skills.
- Detail-oriented and able to keep accurate records.
- Must maintain a professional personal appearance.
- Must complete a Behavioral and Cognitive Assessment through the Predictive Index.
- Must pass a company background check and drug screen.