

70 Years of Building Value Into Building Products

ODL builds products that build value into your home. Designs for every taste, architectural style, and home décor. Products that bring the outdoors—natural light, fresh air—indoors. Ideas that change the game. Styles from classic to craftsman, old world to contemporary. Solutions for privacy or connection, small spaces, entryways or back porches. Decorative doorglass, transoms, sidelights, retractable screen doors, blinds between glass, severe weather doorglass, and much more.

Our Zabitat division is looking for a Live Chat Support Specialist for their Zeeland office.

The Live Chat Support Specialist delivers exceptional service to customers throughout their home improvement journey along with maintaining sales goals. You will connect with customers through various channels and provide accurate, timely, and complete information with clear and consistent expectations. Excellent written & verbal skills required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Deliver single-contact resolution for our customers
- Convert leads to sales
- Be a trusted, knowledgeable expert on Zabitat products, the customer buying experience, and order fulfillment processes.
- Document interactions, customer information, and appointments in the CRM system.
- Convey Zabitat's persona in customer-facing communications while following brand standards and fulfilling brand promises.
- Drive continual improvement of customer ratings
- Initiate and participate in service and customer-experience improvements with peers and teams
- Field inbound calls
- Assist in order entry
- Develop a working knowledge of the customer service position including marketplace customers, Pro customers, and Zabitat dealers.

CANDIDATE REQUIREMENTS:

- Dynamic and engaging communication skills
- Strong decision-making skills and highly creative problem solver
- Ability to handle multiple tasks simultaneously, set priorities, schedule and meet deadlines
- Ability to perform under pressure and adapt quickly in an evolving environment
- Minimum 1 – 2 years customer service, live chat or call center experience
- Experience in Outlook and VOIP phone systems is preferred
- Sales experience and knowledge of selling and closing techniques is preferred

Candidates for positions with ODL must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire.

ODL is an equal opportunity employer committed to a culturally diverse workforce. All qualified applicants will receive consideration for employment without regard to race, religion, color, age, sex, national origin, sexual orientation, gender identity, disability status or protected veteran status.

ODL offers a solid track record of growth and expansion in a highly competitive industry as well as a complete benefits package including health/prescription options, dental insurance, vision insurance, short term disability, LTD option, basic life insurance, additional life insurance amounts available including spouse and dependent child coverage through payroll deduction, flexible spending accounts and 401(k) with a company match.

Please apply via email to: human.resources@odl.com

For a complete listing of ODL Open Positions please visit <http://www.odl.com/careers.htm>