



SHOWROOM
1125 Nathan Lane North
Plymouth, MN 55441
763.225.0551

ORDER DESK
1135 Nathan Lane North
Plymouth, MN 55441
763.225.0540

JOB POSTING

POSITION TITLE: Customer Service Associate; entry level

SCHEDULE: Full Time; Mon-Fri. 40 Hours/Week, on-site

APPLY NOW AND RECEIVE A **\$1,000 SIGN ON BONUS!!!** Terms and conditions apply.

COMPANY

This is a great opportunity to join one of the Twin Cities' leading suppliers of masonry building veneers and custom cut-stone products. Founded in 1987, the company has a long tradition of excellence supplying the landscape and building industries. Driven by the simple mission to "help our customers be more successful" our team thrives on innovation and adding maximum value to our customers.

With the sale of our landscape division in late 2020, the Hedberg Home team is thrilled to be expanding our ability to deliver new and innovative masonry solutions to homes and businesses across Minnesota and around the nation. In 2021 alone, we have nearly doubled our available product offerings – and have ambitious plans for continued growth.

As part of a family-owned company you'll have endless opportunities to make an impact, build leadership skills, and make a mark where it will get noticed. With our tight-knit culture, you'll find yourself in an enjoyable work environment full of people who genuinely enjoy working with and caring for one another.

By joining the Hedberg Home team, you'll be joining an industry leader leaving a bold mark on the industry and the region's premier building projects. Join our growing company today.

POSITION SUMMARY

We are seeking a positive and energetic individual with the drive to learn, lead and be an indispensable resource while supporting customers via phone and email from our customer service desk. Individuals in this position will carry themselves in a professional manner and be willing to go above and beyond when supporting Hedberg Home customers.

When you join the customer service team, you will support our mission and business goals by providing the highest level of customer service while managing orders and customer communications from selection to delivery.

Duties include but are not limited to:

- Helping customers with questions and assisting with product selection
- Processing estimates and sales orders
- Addressing contractor order and account inquiries
- Scheduling deliveries (and compiling the details)
- Processing point of sale transactions
- Actively learning and seeking new product knowledge and applications
- Troubleshooting product, order, and/or delivery issues

- Stocking supplies

This is an entry level position with opportunity for advancement. Previous experience is preferred, but not required.

PREFERRED QUALIFICATIONS

- Excellent communication and problem-solving skills.
- Ability to work in a fast-paced environment and manage multiple priorities
- Willingness to be a team player and take initiative as the need arises
- Possessing a positive, can-do attitude
- Experience operating phone systems and 2-way radios
- Ability to arrive to work on time - and ready to go
- Ability to learn and operate Syspro POS system
- Experience working with Microsoft Office products
- Organized and able to maintain a clean and tidy environment
- Understanding of basic math concepts

BENEFITS:

- 401(k)
- Health insurance
- Dental insurance
- Vision insurance
- Paid time off
- Employee discount

HOW TO APPLY:

Please send a completed [employment application](#) or current resume to **info@hedberghome.com** or drop off a printed copy here:

Hedberg Home Brick + Stone; Order Desk
1135 Nathan Lane North
Plymouth, MN 55441