

Position: Customer Service Associate

To Apply: Fill out the application at sojournerlogistics.com/hiring to get started!

Description: This associate will be responsible for our customer-facing interactions. The tasks include interacting with customers on a daily basis via mainly online messaging, finalizing returns and refunds for the company, analyzing and solving issues related to problem orders, working with customers who have negative feedback to solve their problems, and more, all in a small-business environment of highly motivated people. Opportunities to cross-train and help in other areas may emerge as well.

Requirements: We expect professionalism and adoption of Company Core Values. One must be a motivated team player able to collaborate well with others and work effectively on their own. Basic time management, basic math, Microsoft office, computer skills, confidence in social skills in customer and personnel interactions. and grammatic and rhetorical skills are a must. Also, must have a willingness and ability to learn new tasks.

Desired Skills and Attributes: Teachable, driven, critical-thinking, analytical, desire to grow.

Perks Include (but not limited to):

- Performance-based raises
- Upward mobility potential
- Goal Incentives
- Valuable small-business experience
- Flexible schedule
- Free drinks and snacks in office
- Referral Program
- Employee Discount

Compensation: All positions begin at \$12/hour or more depending on candidate skills and experience. Company promotes from within.

Hours: Part-time or Full-time opportunities are available. Must be able to work at least 25 hours per week. 25-35 hours per week is preferable. Our Office Hours are 8am to 4pm Monday through Friday. This position will offer a few hours on the weekend and at night remotely but not many.

To Apply: Fill out the application at sojournerlogistics.com/hiring to get started!