



**COMPANY:** eSupply Systems LLC

**POSITION:** Customer Service Associate

**LOCATION:** San Antonio, TX

### **COMPANY DESCRIPTION**

eSupply Systems (eSS) is a web-based platform (enhanced with budget controls and other purchasing intelligence tools) that administers, supervises, and manages the procurement of MRO (maintenance, repair and operations) supplies for multi-family and commercial properties management industry. eSS minimizes inefficiencies that affect the property management business by decreasing administrative costs, increasing budget compliance and allowing users to focus on revenue-generating and service-related activities, as well as, controlling expenses and reducing errors.

eSupply Systems' commitment to client success defines our daily operations. We've partnered with the best in the industry to ensure that our clients receive the right products, competitive prices and reliable delivery. Partners include Maintenance Supply HQ, True Value, Staples, Whirlpool, and Sherwin Williams, to name a few. We are also deeply committed to customer service "post-sale."

### **POSITION OVERVIEW**

We're growing fast and seek individuals who want to dedicate themselves to the success of our clients. This position will report to the Director of Operations. Applicants must be prepared for a fast-paced, self-motivated environment. We're looking for someone with boundless energy, a strong work ethic, proven track record and a desire to be part of something great. You should also love to help people and want to learn and grow in your professional career. Competitive compensation and healthcare benefits.

### **RESPONSIBILITIES**

- Interact with customers daily, providing polite, timely and accurate customer support
- Assists customers with questions or issues regarding their accounts received via phone and/or email
- Maintain a positive and professional demeanor and portray the company in a positive light
- Demonstrate knowledge and use of our resources, policies and procedures
- Actively seeks solutions and identify trends to help improve our CS approach

- Ability to work flexible hours and from home when needed to serve customers

**POSITION REQUIREMENT:**

- 3+ years Customer Service or Account Management experience
- Bachelor's degree required
- Excellent communication and writing skills
- Naturally happy, energetic, smiling person who loves to help others be successful
- Strong voice and high energy phone skills
- High attention to detail and ability to manage multiple tasks at the same time
- Proficient with Microsoft Office Suite products
- Proven track record in fast paced, high energy, team environment
- Multi-family industry experience a plus

*Interested? Please send your resume to [careers@esupplysystems.com](mailto:careers@esupplysystems.com). We look forward to hearing from you!*