

Ace Hardware Corporation



Now Hiring: Customer Care Agents EMPLOYFLORIDA JOB ORDER #10526281

Ace Hardware Corporation – New Fort Myers Call Center

Are you interested in being Ace helpful?

Ace staff will be in Fort Myers and actively interviewing candidates for Customer Care Agent positions in our brand new facility in Florida, set to open this September! To be considered and interviewed for this position, please come and join us for our open hiring event in Fort Myers which will take place **Tuesday, August 22nd; Wednesday, August 23rd; and Thursday, August 24th between 8.30 AM – 3.00 PM EDT** at the offices of ***Career Source Southwest Florida in Fort Myers (located at 4150 Ford Street Extension - in Fort Myers, FL 33916).***

Interviews will be on a first come, first serve basis. Please be prepared for the total interview process to take up to 2 hours, which will include submitting your application, completing a pre-employment assessment, and an interview with HR/Management. Don't forget to bring your resume!

The Job

As a **Customer Care Agent** you will be responsible for answering calls, e-mails and other interactions based on specific training received from consumers, vendors, retailers and Ace corporate staff. Your goal is to identify the contact's issue/question, research the potential solution/answer, determine the best solution/answer, and work with the contact to resolve their issue or answer their question. Anything not resolved or not answered at this level is escalated to a Customer Care escalation team or a subject matter expert partner.

What you'll do

- Receive questions/information requests and identifies the contact's specific needs.
- Research the contact's issue/question in the knowledge database, interpret guidelines/procedures, and identify the best solution/answer.
- Either answers the contact's question/information request or work with the contact to resolve their issue. Documents the request and answer/resolution.
- Escalates the issue to an escalation team or subject matter expert if issue cannot be resolved.
- Other projects as assigned to support the various business areas.

What you need to succeed

- Minimum of two years of customer service experience or a two-year degree in a related field plus one year of customer service experience.
- Excellent interpersonal, phone, writing, and analytical skills.
- Demonstrated ability to work with a diverse customer base, troubleshooting, multi-tasking, managing a high call volume, and functioning fairly independently.
- Resourceful and has the ability to interpret policies and procedures.
- Takes initiative in researching and resolving customer issues/questions.
- Comfortability making decisions and exercising good judgments in a changing environment.
- Demonstrated ability to learn a variety of products, services, applications, Ace departments and operations, and company initiatives supported.

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- Working knowledge of multiple business software packages (MS Office, MS Outlook, etc.).
- ***Flexibility to work a wide variety of shifts, including nights, weekends, and holidays is a must.***

What's in it for you?

At Ace we are looking for the best people to help us fulfill our vision of being the best, most helpful hardware stores on the planet. People are the foundation of what makes Ace great and we believe getting the support you need to shape your life today, while planning for tomorrow, is important to bringing your best self to work. We offer highly competitive benefits that address life's necessities, many of which have been expanded and improved in 2017. Some of these include comprehensive health coverage & life benefits, 401(k) retirement savings plan with generous company contributions, generous vacation allocation immediately upon start, and more.

Our Company

For more than 90 years, Ace Hardware has been known as the place with the helpful hardware folks in thousands of neighborhoods across America, providing customers with a more personal kind of helpful. In 2017, Ace ranked "Highest in Customer Satisfaction with Home Improvement Retail Stores, Eleven Years in a Row," according to J.D. Power. With more than 5,000 hardware stores locally owned and operated across the globe, Ace is the largest retailer-owned hardware cooperative in the world. Headquartered in Oak Brook, Ill., Ace and its subsidiaries operate an expansive network of distribution centers in the U.S. and also have distribution capabilities in Ningbo, China; Colon, Panama; and Dubai, United Arab Emirates. Its retailers' stores are located in all 50 states, the District of Columbia and approximately 55 countries.

If you're passionate about your career and want to contribute to a company you can believe in, consider sharing your talent with us. Join us in continuing our legacy of making Ace "the helpful place."

Equal Opportunity Employer

Ace Hardware Corporation and its subsidiaries are committed to a policy of promoting equal employment opportunities. The company recognizes the importance of diversity and leveraging the skills and talents of all people to the mutual advantage of each individual and the organization. The company is committed to the prevention of employment discrimination related to race, religion, color, sex (including sexual harassment), gender identity, national origin, age, marital status, disability and military discharge, or any other action covered by federal or state laws.