**Sewing Customer Relations Representative**

Janome America is a distributor of household and computerized sewing machines; a subsidiary of Janome Sewing Machine Company, Tokyo, Japan, who are one of the world’s largest manufacturers of home sewing machines and leaders and innovators in the home sewing industry. Janome currently has a full time opening at its corporate headquarters in Mahwah, NJ for a Customer Relations Representative in the Customer Relations Department.

Summary:

A Customer Relations Representative receives and answers consumer inquiries/requests regarding products and services offered via email, telephone or written communication.

Essential Job Functions:

* Excellent customer care and focus; ability to assess customers’ needs and provide the correct answer, path, troubleshooting, or method for a positive customer experience.
* Inform potential customers about the variety of products and support offered by Janome.
* Maintaining a positive, empathetic and professional attitude toward customers at all times.
* Ability to assess customer needs and communicate with all types of people.

Requirements/Skills:

* Excellent telephone etiquette
* Excellent reading comprehension skills
* Customer Service experience
* Computer Skills (Windows applications)
* Type 40 to 50 wpm
* Communication skills – Both written & verbal
* Excellent time management skills
* Excellent interpersonal skills
* Organized
* Flexible
* Patient
* Polite
* Tenacious
* Sales-oriented
* Multi task oriented

Hours of Operation: Monday-Friday, 8:30 am to 5:00 pm.

Ideal candidate should have a customer service background and interest in sewing.

Knowledge of sewing is desired and preferred!

This is a full time position and offers health insurance (medical, dental, vision) 11 paid holidays, vacation, sick, personal days, 401(k) plan and profit sharing - EOE

COVID-19 considerations:  
Everyone is required to wear a mask upon entering the building and fill out a COVID questionnaire. A staggered schedule is currently in place for all office employees. Workstations and commonly used areas are cleaned and disinfected daily.

COVID-19 Precautions:

* Personal protective equipment provided or required
* Social distancing guidelines in place
* Virtual meetings
* Sanitizing, disinfecting, or cleaning procedures in place

Candidates responding to this posting must currently possess the eligibility to work in the US.

Please submit resumes to [Janomehr@janome-america.com](mailto:Janomehr@janome-america.com).