



Help us help our customers realize their dreams of a beautiful home! Join the #1 Furniture Company- The #1 Furniture Brand!

Ashley Furniture, #1 Name In Furniture and the #1 Selling Furniture Store Brand in the World, is seeking dedicated professionals to join our first-class retail operations.

At Ashley Furniture HomeStore people are our most important resource. Ashley recognizes that every employee holds an important key to the company's success no matter what role they are in.

Ashley Furniture HomeStore is looking for passionate, driven people with a history of being the best in their profession. If you are the best in your current position and are seeking a long-term, challenging and rewarding career change, apply now.

The HomeStore Guest Services Representative is responsible for providing excellent service to our HomeStore consumers face-to-face as well as via phone and email. This position will spend a majority of the workday listening to customer concerns and trouble-shooting to solve problems to ensure customer satisfaction while keeping the goals of the company in mind. This position is responsible for learning and understanding all aspects of the retail customer service environment including tech support, furniture protection plans, order fulfillment and delivery confirmation to be able to provide the most optimum service to our customers.

The Customer Care Representative will maintain prompt, efficient and accurate data entry to ensure customer satisfaction. This position will exhibit superior customer service by gaining profound knowledge of product and vendor warranties, as well as a broad understanding of customer service philosophy. This position will provide support and assistance to internal and external customers and have the ability to be self-motivated and to be persuasive with customers, while keeping customer satisfaction and retention as a guiding factor. The Customer Care Representative must have the skills and ability to keep emotions in check in order to seamlessly move from one situation to the next.

HomeStore Guest Services Representative

Essential Functions and Responsibilities:

- Implement opening and closing procedures
- Manage telephone traffic
- Access inventory information and advise sales associates
- Complete sales transactions

- Execute daily checklists
- Explain terms for customer pick up or delivery

Knowledge, Skills and Abilities:

- Excellent/professional communication skills with both internal and external contacts
- Proficient computer knowledge with Microsoft Tools
- Skilled at balancing multiple priorities in a fast paced environment
- Professional telephone skills
- Understands basic financial terms
- Highly organized

Every Ashley associate we hire has:

- Integrity. We do the right things and do things right.
- Passion. We love what we do and it shows.
- Speed. We act fast; we adapt fast too.
- Focus. We laser in on our customer needs and meet them. Period.
- Inspiration. We help our guests bring their home ideas to life.

Come join the #1 Furniture Retailer in North America and #1 Furniture Manufacturer in the World at one of these great Jacksonville, FL or Brunswick, GA Locations: (Jacksonville) St.John's Town Center, River City Marketplace, or Orange Park (Brunswick, GA) Glynn Isles Marketplace

SFTF, dba Ashley HomeStores is an Equal Opportunity Employer, committed to a diverse and inclusive work environment