



We are seeking an experienced and dynamic Account Manager & Customer Service Assistant for a position based in our Las Vegas office.

Company Overview:

Since 1999, Telli has become a leading distributor internationally for resort salons and spas and is continuing to grow. We offer a full product selection of spa & salon operating supplies, furniture, equipment, locker room and retail. We truly love what we do and pride ourselves on customer service. Our goal is to make ordering seamless as we are always working on new and innovative ways to provide service to our customers.

At Telli, we believe ordering supplies or equipment should be simple, easy and stress free. We understand that your business is built on providing exceptional and personalized services for each of your guests. We also have the passion to provide that same level of care and attention to you, our valued customer.

Roles and Responsibilities:

- Process and confirm all incoming orders via phone, email, or fax.
- Maintain business relationships with current and prospective accounts through customer satisfaction with consistency and accuracy
- Review ongoing customer feedback, competitor analysis, and key trends with direct account manager
- Assist in completing detailed quotes relating to equipment and operating supplies to build relationships with potential and current accounts
- Assist in general office duties such as catalog requests, answering incoming calls, shipping quotes and filing
- Attend occasional social/charity events.

Qualifications:

- Excellent customer service skills on phone, email and in person
- Driven and results-oriented
- Demonstrate aptitude for problem solving is a must
- Ability to determine solutions for customers
- Must have 2 years experience in customer service, spa and/or salon knowledge is a plus
- Ability to efficiently and productively multi-task in a fast-paced environment
- Enthusiastic and positive
- Self-starter with friendly and outgoing personality
- Enjoys working with people
- Computer skills in programs such as Outlook and Excel
- Team player is a must

A future Account manager territory will be available based on proven results.

Full Time, Monday-Thursday 8:00am-5:00pm, Friday 8:00am-2:00pm.

Paid vacation

Paid holidays

Company paid health insurance

Salary plus commission sharing

If you believe you meet the requirements and are interested in this position, please send your resume to hr@telliind.com.