Customer Service Representative

Company Description: Denver Boulder Couriers is proud to be a local, professional, sustainable and secure courier company serving Colorado’s delivery needs for over 27 years. Our mission is to provide same-day delivery services in the most carbon-neutral way possible, cutting back on traffic and pollution by utilizing bike couriers and buses whenever possible. Last year we offset 34.73 metric tons of carbon from entering the atmosphere by using these alternative delivery means.

Job Description: We are looking for a patient, fast learning, energetic, and experienced customer service representative to join our team. This person will already have extensive experience with over-the-phone customer support, as well as a knack for problem solving on-the-fly, an eye for detail, and a record of successfully building customer relationships by keeping customers delighted with their service. We are looking for someone who can fit into a team-oriented office environment where cooperation and quick decision-making amongst office personnel are central to the success of our work.

Job Duties and Responsibilities:

-Assist customers with delivery orders via phone and email

–Execute order processing through our custom software. Follow up with order status inquiries and general service inquires

-Work closely with dispatchers and other customer service representatives to determine best delivery methods to meet clients’ needs.

-Intake web orders and provide immediate quotes to potential clients for delivery services.

-Help promote the company’s services by enhancing customer satisfaction and encouraging repeat business.

-Oversee the needs of DBC’s Service-of-Process clients: take SOP orders, fulfill state-required documentation and follow-through.

-Help promote positive office environment by having a motivated, friendly, and professional attitude.

Desired Qualifications:

-2+ years experience in customer service

-Effective, professional communicator, comfortable interacting with both customers and company team members

-Ability to learn rapidly, building on experience for a strong knowledge base

-Self starter, eager to grow through execution of new job functions

-Strong problem-solving and organizational skills to resolve issues efficiently

-A firm belief that customer service is of the utmost importance

-Strong computer skills

-Previous knowledge/experience in the delivery sector a plus

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