



## Customer Service Specialist

J.C. Newman Cigar Company was founded in 1895. With our headquarters, factory and museum located in historic Ybor City (Tampa), Florida, J.C Newman Cigar Company is the oldest family-owned cigar manufacturer and distributor of premium cigars in the country and operates the last cigar factory in the Cigar City of Tampa.

Working to support our customer's needs is a priority. Our Customer Service Specialists are the first point of contact, and it is essential each customer is greeted with a friendly voice and willingness to help. The day-to-day support includes order entry, resolving inquiries and helping customers navigate our many products. Being able to work in a team environment is essential as this position will interact and work with Accounting, Shipping and our sales teams. Possessing a positive attitude is a contributing factor in being successful in this role.

### **The Essential Duties, Functions and Responsibilities are as follows:**

- Provide excellent service and support to our customers and team members.
- Successfully handle high volume inbound customer service calls, emails and inquiries.
- Accurately enter and process sales orders.
- Troubleshoot and resolve customer and team member inquiries.
- Manage and maintain positive relationships with customers and team members.
- Work closely with Shipping to ensure timely processing of orders.
- Be detailed oriented.
- Perform clerical duties related to the department.
- Assist with reception/phones when required.

### **The Required Skills, Knowledge and Abilities are as follows:**

- Must have at least 2 years of prior experience working in customer service or related field.
- High School diploma required, but associate degree preferred.
- Must have excellent interpersonal skills, communication skills and a positive attitude.
- Must be able to interact with other departments, team members and customers in a professional and cooperative manner.
- Must have the ability to work in a fast-paced environment, handle multiple tasks simultaneously and work under tight deadlines.
- Must be able to notice small details, i.e., checking for reasonableness and accuracy.
- Must have intermediate computer skills and working knowledge of Microsoft Office (Outlook, Word, Excel)



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- Experience working with JD Edwards operating system is a plus.
- Fluency in Spanish is also a plus.

J.C. Newman Cigar offers a competitive benefits package which includes major medical, vision and dental insurance, 401k Savings Plan with Company match, Company paid life and short-term disability insurance, Company sponsored long term disability, additional life insurance and healthcare insurance policies, vacation, and personal time.

To be considered for this position and the opportunity to join the most elite cigar manufacturer in the industry, please forward a copy of your resume to our Human Resource Department at [hr@jcnewman.com](mailto:hr@jcnewman.com) or visit our website [JC Newman Careers](#) to complete an application and submit a resume.

At J.C. Newman Cigar Company we hold a belief that diversity and inclusion is an essential part of our success over the last 127 years. We have a diverse and inclusive team of dedicated people and are proud to be an Equal Opportunity Employer and comply with all federal, state, and local laws prohibiting employment discrimination of any kind. We are a drug-free workplace and conduct pre-employment drug screening.