

Customer Care Specialist

Reports To: Customer Care Specialist Team Leader

Location: Corporate

Last Revision Date: 8/4/26

Position Overview

The Customer Care Specialist works directly with customers to process orders to ensure a seamless customer experience from order placement to delivery. This position will help manage deliveries and make sure timelines and preparations are ready for delivery.

Key Responsibilities

Customer Communication:

- Contact customers with confirmed delivery dates for factory-built sheds within two business days of order receipt.
- Work with customers regarding site preparation for their shed and obtain photos of site.
- Confirm timeframe and directions with customers one day prior to delivery.
- Follow up with customer questions and concerns and escalate if needed.

Manage Deliveries

- Establish delivery dates and update schedules for factory-built sheds
- Obtain install dates from Logistics for projects involving crews.
- Maintain delivery calendars to keep up to date and reflect order status.
- Secure outside transportation escorts as needed.
- Prepare paperwork for drivers three business days prior to delivery.
- Obtain permits for delivery routes as needed.

Production Orders

- Release work orders for sheds.
- Complete work orders, ensuring inventory is reduced or added as expected

Additional Duties

- Monitor Customer Care email account for orders, questions, and responses.
- Support JDM sales centers and dealers.
- Serve as liaison between sales centers and custom quoting

JDM STRUCTURES

- Process customer payments and facilitate financing or rent-to-own
- Contact local utilities companies (i.e., OUPS) prior to installation when needed.
- Post invoices.
- Enter purchase orders for furniture, playsets, shelters, etc. Based on sales orders.
- Additional duties as assigned.

Requirements:

- Ability to learn systems, including Microsoft Office tools (Outlook, Excel, Word, Teams, OneDrive), ERP system (Business Central), and inventory portals.
- Communicate effectively, both verbally and in writing, with internal and external contacts.
- Ability to manage multiple projects and interruptions.
- Detail-oriented and the ability to follow through.