



Customer Service Specialist
Benefits Class: 4 Hourly nonexempt
Approved: March 2, 2023

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. Being able to work with other team members, including Accounting, Shipping, Marketing, and our Regional Sales Management team, while keeping a positive attitude is essential to being successful in this role.

Possessing the ability to problem solve, conduct daily sales balances, and accurately account for and track license requirements will be essential functions of this position. Bringing at least two years of prior experience in a customer service arena and a fast-paced work environment is key, as is the ability to multi-task and efficiently perform other clerical support functions within the department related to customers and orders. The hours for this position are 9:00am to 6:00pm Monday through Friday and may require some additional Saturday hours during our busy seasons.

The Essential Duties, Functions and Responsibilities are as follows:

- Provide excellent service and support to our customers and team members.
- Answer incoming customer calls, emails and inquiries.
- Enter heavy volumes of sales orders.
- Troubleshoot and resolve customer and team member inquiries.
- Conduct daily sales balancing and other department processes related to the sale of our products.
- Perform clerical duties related to the department.
- Work closely with Shipping and Accounts Receivable areas to ensure timely processing of orders.
- Manage and maintain positive relationships with customers and team members.
- Assist incoming mail order calls and order processing.

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 Associates Degree preferred.
- Must have excellent interpersonal skills, communication skills and a positive attitude.
- Must be able to interface 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)
- Must be able to use 10 key calculating device for daily sales balancing.
- 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 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.