



Customer Service Manager

At Distant Village, our global team works together to design and produce world-class sustainable products and packaging for specialty businesses. Founded in 2000, Distant Village is a small rapidly growing company, leading a niche business in eco-friendly and sustainable business practices.

To handle our growing needs, we seek a high performing professional as a full-time **Customer Service Manager** at our office and showroom in Chicago, reporting to the President. We offer a friendly and supportive work environment in which you will be challenged, valued, and encouraged to grow with our company.

Responsibilities include:

- Customer Satisfaction
- International Production Management to ensure accurate production and timely delivery
- International Logistics/Import coordination
- Price Quoting/Analysis
- Communication with Global Supplier Partners during evening hours
- Able to Travel Internationally, 10% travel

Requirements:

- Positive Attitude, Ethics, and International Values which support our company's values, and a healthy, high performance culture
- Driven, willing to do whatever it takes to achieve their goals (practices "Good to Great")
- Highly organized and detail-oriented
- Self-starter who takes initiative, able to efficiently resolve issues independently
- Resourceful problem solver
- Advanced experience with EXCEL
- QuickBooks and CRM experience a plus
- Excellent Communication Skills
- Two (2) or more years customer-facing experience
- 4-year bachelor of science degree in Finance, Accounting, Business or Engineering
- Thrives in an entrepreneurial environment (under 10 staff in company)

For immediate consideration, please send resume and cover letter to jobs@distantvillage.com, with subject *Customer Service Manager*. We offer a competitive salary, benefits and a stimulating team environment.

No phone calls, please.



ABOUT DISTANT VILLAGE

Our growing team of professionals is globally united through our shared values and an unwavering commitment to sustainable business. We make a difference by serving clients with sustainable solutions and global communities achieve their potential. Visit us at www.distantvillage.com and see why Distant Village is a recognized global leader in sustainability and social responsibility.

Being part of a dynamic, growing company offers an exciting career path full of opportunity. Distant Village product distribution is expanding internationally, and operations capacity expanding with our Manila-based office. The sustainable products market has expanded significantly over recent years, growing much faster than conventional products. There's tremendous potential for growth - and we're prepared to tap into that potential. Our team takes a people-focused approach to helping clients design and produce award-winning sustainable products and packaging. In today's value-focused business environment, that means developing close relationships with clients, suppliers, and communities, and using our sustainable business expertise to help clients achieve their business objectives.

We all work together as a team, going above and beyond the call of duty to do what is necessary to impress and delight clients with quality and service. Excellence is our hallmark. You also have opportunity to work across a variety of disciplines, broadening your experience in various industries and gaining a wide variety of subject-matter expertise, including sustainable leadership. Our growth strategy focuses on sustainable leadership which is people-focused and competency-driven. That's what differentiates Distant Village.

The opportunity is now. If you are interested in being part of a dynamic team, sustainability leadership, serving clients and reaching your full potential – Distant Village is for you.