



Location for this position:

Gyford, Décor
891 Trademark Drive
Reno, NV 89521

Title: Client Solutions Specialist

Reports To: Client Solutions Lead

Primary Purpose: Primarily responsible for providing effective customer service for all external and internal customers of Gyford Productions through the utilization and application of excellent, in-depth and technical knowledge of company products and programs.

Expected Attributes of Employees:

- Exhibit a positive attitude.
- Show personal drive, ambition, and ownership of work.
- Demonstrate a high degree of integrity, honesty and trustworthiness.
- Communicate at the most direct level.
- Maintain a strong work ethic and inspire others.
- Function as a team player

Qualifications:

- High school diploma or equivalent; or an equivalent combination of experience, and training that would provide that level of knowledge and ability required for the position, and
- Customer service experience minimum of 1 year.

Primary Duties & Responsibilities:

Responsibilities and essential job functions include but are not limited to the following:

- Generate accurate estimates and orders based on the client's needs, budget, time, and resources by researching vendor and product solutions utilizing select software.
- Recommend product solutions to customers ensuring standards of brand, and maximum customer service and profitability are achieved.
- Maintain solid customer relationships by receiving, responding and following-up to customer needs such as questions, concerns, and complaint resolution with speed and professionalism through emails, phone, or faxed communications.
- Completion of required department documents.
- Work in accordance with established company policies, procedures and guidelines.
- Maintain regular and consistent attendance and punctuality.
- Perform other duties as assigned.
- Complex problem solving.
- Knowledge of and proficient in Microsoft Office Software (Outlook, Word, Excel, Access, PowerPoint), and web-based environments (Internet, Intranet, merchant software).
- Ability to conceptualize and clearly communicate abstract ideas and concepts graphically, verbally and in written form.



- Detailed mechanical/technical aptitude with an understanding of spatial relationships.
- Ability to read and analyze a variety of blueprints, sketches, and designs.
- Ability to complete accurate mathematical calculations and measurements.
- Ability to read, understand, be proficient and work in accordance with written and verbal policies, procedures, guidelines, instructions, specifications, sanitation and safety standards.
- Ability to defuse upset or angry customer communications.
- Ability to build relationships and work as part of a successful team.
- Ability to plan and prioritize multiple projects in a fast paced environment
- Travel to trade shows.
- Ability to work overtime as required.

At Gyford, Décor we are passionate about making our customers look great!

Gyford, Décor proudly serves the interior design, retail, signage, exhibit and display industries with 6 complete product lines. Gyford joined the Rowmark brand in 2018 and manufactures all of their products in Reno, Nevada using USA-sourced materials.

Gyford, Décor is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: kwinner@rowmark.com
