

CORPORATE TELEPHONE RECEPTIONIST

Who are we?

We are Pacific Market International (PMI) – recognized as one of the *Best Places To Work* in Seattle by Seattle Met Magazine and as a *Great Place to Work* by Outdoor Magazine! We are the proud owner of the Stanley, Aladdin and Migo Brands. Thanks for checking out our full-time RECEPTIONIST position based in our new office in Robinsons Cyberscape Alpha (Ortigas).

Position Overview

The receptionist is the voice of PMI and spearheads the communications between PMI and the outside world as well as being a positive and reliable resource for employees. She will be professional, polite and friendly. She will have a clear understanding of the organizational structure and the ability to interact in a curious and helpful manner to ensure calls are routed to the correct person. She will have the ability to manage different types of calls and be flexible to meet the needs of each caller. This is a graveyard shift position. Previous night-shift BPO call center experience required.

Essential Job Functions

- Route incoming calls in a professional and efficient manner
- Assist with customer service emails
- Other duties as necessary

Education and Experience

- 3 years industry experience in similar role
- 4-year college degree preferably in English, Communications or Business
- Previous experience with CRM systems or Microsoft Lync an advantage

Proficiencies Required

- Excellent verbal and written English communication
- Ability to communicate effectively and professionally by phone and email
- Takes initiative and prioritizes tasks
- Solid problem-solving skills
- Ability to work accurately with close attention to detail
- Highly organized
- Strong interpersonal skills with the ability to work effectively with individuals and groups
- Demonstrate a strong work ethic that includes neatness and punctuality

Company Background

Founded in 1983 by Rob Harris and guided by principles of sustainability, community and integrity, PMI designs, manufactures, and markets innovative food and beverage container solutions under three brands. Their two most recognizable brands, Stanley® and Aladdin®, are both over 100 years old and sold globally. Migo® was founded in 1999 and is rapidly growing in the Asia Pacific region. PMI also creates private label products for select global retailers. Headquartered in Seattle, PMI has offices in Bentonville, Shanghai, Amsterdam, Manila, Rio de Janeiro, San Francisco, Shenzhen, and Hong Kong. Additionally, PMI has ownership in three manufacturing facilities, one in China and two in Brazil. Our vision is to revolutionize the way people enjoy food and beverage everywhere. For more information visit our website: www.pmi-worldwide.com

We care about our people and recognize their efforts through quarterly and annual rewards and bonuses. Other benefits include HMO, life insurance, free meals, rice subsidy, night shift differential, education and training sponsorship and scholarships, and international travel.

We also care about our local and global community and show it in the following ways:

- All employees are given one paid day per year to volunteer at an organization nominated and selected by employees.
- PMI annually gives 1% of net profits to nonprofit organizations that align with our philanthropic pillars: children, education and the environment.
- Quarterly Grassroots Philanthropy Award where we donate to a nonprofit organization nominated and selected by employees.