



## Customer Service Representative

*Updated: 5/22/26*

**Department:** Sales

**Reports To:** Customer Service Manager

**Location:** Onsite in Castle Rock, CO

**Employment Status:** Full-time / Non-Exempt

### Company Overview & Culture

Sunset Stone, LLC. is a leading manufacturer of concrete products based in Castle Rock, CO. As a leader in the industry, Sunset Stone specializes in providing high-quality, lightweight stone veneers for residential and commercial projects throughout the United States. We are a dynamic and growing company committed to providing exceptional service to our customers. We value integrity, teamwork, and a positive attitude. Join our team and become part of a company where your contributions are recognized and rewarded.

### Position Summary

The Customer Service Representative supports both account coordination and sales activities. This role is responsible for managing customer accounts, processing and tracking natural stone orders, coordinating samples and warranties, and ensuring accurate order entry and follow-through from inquiry to delivery.

In addition to daily customer support responsibilities, this position will assist with showroom customer service as needed, helping customers with product information, order assistance, and overall experience. The Customer Service Representative will also support business growth through proactive communication, outbound sales calls, and collaboration with internal teams to ensure customer satisfaction and operational efficiency.

### Who You Are

The ideal candidate is proactive, detail-oriented, and customer-focused, with the ability to build strong relationships through exceptional service and outbound sales outreach. A team player looking to grow with a developing company.

### Key Responsibilities

- Manage customer accounts by processing orders, monitoring progress, and maintaining clear, proactive communication.
- Collaborate with sales, operations, and production teams to ensure timely and accurate fulfillment.
- Prepare accurate quotes and orders that align with client needs and company standards.

- Build and maintain strong client relationships to encourage repeat business and referrals.
- Assist outside sales and customers with inventory checks and order status.
- Responsible for quoting and ordering natural stone demand.
- Understanding products, lead times and pricing.
- Responsible for managing warranty claim process.
- Oversee Sample inquiries and demand. Coordinate with production on needs.
- Identify opportunities for upselling or cross-selling additional products and services.
- When needed assist clients in the showroom by providing design recommendations, measurements, and tailored solutions for their projects.

#### Required Qualifications

- High School diploma
- Experience in sales and client services roles.
- Strong communication and interpersonal skills with a client-first mindset.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Strong organizational skills and attention to detail.
- Ability to work both independently and collaboratively in a fast-paced environment.
- Willingness to learn the stone manufacturing industry.

#### Desired Qualifications

- Associate or Bachelor's degree, or related experience
- CRM knowledge is a plus
- Experience working in construction or building materials.

#### Knowledge, Skills, and Abilities

We have a customer centric culture at Sunset Stone. This position will be focused on timely communication, prioritizing, collaboration, teamwork and warehouse and sales support.

#### Work Environment & Physical Requirements

- Sitting for extended periods of time
- All day use of computer
- The ability to lift up to 25 lbs

#### Compensation & Benefits

- The salary range for this position is \$25-\$27 per hour, depending on experience and qualifications.
- Health, Dental, Vision Insurance
- Paid Time Off, Sick Time & Holiday Time
- 401K Contribution Options (non-matching)

#### Application Instructions

To apply, please send your resume and cover letter to:

Kellie Lambert, *SHRM-CP*

HR Manager

[klambert@sunsetstone.net](mailto:klambert@sunsetstone.net)

### Equal Opportunity Statement

*Sunset Stone is an Equal Opportunity Employer and is committed to providing equal employment opportunities to all employees and applicants for employment. Employment decisions are made without regard to race, color, religion, creed, sex (including pregnancy, childbirth, and related conditions), sexual orientation, gender identity or expression, marital status, national origin or ancestry, age, disability, genetic information, veteran or military status, or any other status protected by applicable federal, state, or local law, including the Colorado Anti-Discrimination Act (CADA).*

*Sunset Stone complies with all applicable laws concerning nondiscrimination and equal employment opportunity and is committed to providing reasonable accommodations to qualified individuals with disabilities and for sincerely held religious beliefs, as required by law.*

*If you have a disability and require accommodation during the application or interview process, please let us know.*

*Colorado's minimum wage is \$15.16 per hour. For jobs that are subject to the minimum wage law, wages will be discussed during the interview process.*

*Applicants must be authorized to work in the United States without sponsorship.*

*Employment with Sunset Stone is at-will, which means that either the employee or the employer can terminate the employment relationship at any time, with or without notice, and for any reason not prohibited by law.*

*Candidates may be required to undergo a background check as part of the hiring process.*

*By submitting your application, you consent to Sunset Stone collecting, storing, and processing your personal data as part of the recruitment process. We respect your privacy and will handle your information in accordance with applicable privacy laws.*

*In accordance with company policy, Sunset Stone is a drug and alcohol-free workplace.*