



Position Title: Customer Service Representative

Summary Description:

Leading manufacturer of mechanical jacks is seeking a professional customer service representative who is able to multitask in a fast paced environment while maintaining a consistent and positive company image. The candidate must be capable of working independently and as a team member.

Duties:

- Receive incoming phone calls, emails, and faxes and provide services which customers require.
- Prepare quotations for screw jacks, jack systems, system accessories, linear actuators, screws, and accordion bellows.
- Process orders and return-of-goods requests in ERP system.
- Additional duties as required by management.

Key Role Interactions:

- Reports to Customer Service Supervisor.
- Liaise with key team members from Sales, Engineering, Accounting, Marketing, Manufacturing, Quality, and Shipping.

Qualifications / Professional Skills:

- Excellent customer service skills
- Associate's degree in business, engineering technology, or related experience is preferred.
- Strong written and verbal communication skills.
- Must be able to work independently or as part of a team.
- Able to work on multiple projects simultaneously.
- Strong working knowledge of Word, Excel, PowerPoint.
- Good organizational skills.
- Knowledge of the Epicor ERP system and Power Transmission Industry is a plus.

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