

HEATH TECNA

Job Posting

Title: Customer Service Representative- 2 Positions
Reports To: Aftermarket Services Manager
Application Deadline: Until Filled
Posting: Internal/External

Responsibilities: Maintain and manage customer accounts (as assigned). Responsibilities include proactive interface with customers via phone, e-commerce portals (future) and email. Providing price quotes, tracking shipments and ensuring on-time delivery to support our customers' requirements. Responsible for reporting and analyzing data to identify customer satisfaction issues and support team metrics. Other tasks as required to support the department objectives and as directed by the immediate sales team leaders. Participate in customer satisfaction survey programs and supporting survey resulting actions to improve our performance. Supporting compliance to ASA100 and AS9120 certifications.

Requirements:

- Applicant must have experience in a customer centric organization where customer requirements have highest priority.
- Able to develop relationships with key customer interfaces.
- Ability to communicate in a positive and professional manner with customers (verbal, written, leading conference calls and working with international customers).
- Experience in generating leads, prospects and sales with an entrepreneurial spirit.
- Experience processing sales orders and sales order administration such as credits, order changes and key date changes.
- Ability to establish priorities, multi-task, work independently and proceed with objectives.
- Experience with import and export distributorship and/or brokerage and general shipping.
- Strong teaming skills.
- Experienced in Microsoft Office applications.
- Work experience in a lean culture preferred.
- Lifting requirement: 30lbs.

Equal Opportunity Employer