



**Job Title:** Customer Service Representative

**FLSA Status:** Non-Exempt

**Location:** Bolingbrook, IL

**Department:** Sales & Marketing

**Reporting to:** Customer Service Manager

**Direct Reports:** No

**Job Summary:** The Customer Service Representative (CSR) generates revenue through inbound sales and order inquiries. The CSR will utilize customer, product, and industry specific knowledge to support the customer base while collaborating closely with the Regional Sales Managers and Customer Service department. The primary focus is to provide the highest level of service through prompt response and clear communication to the internal and external customers.

**Responsibilities:**

- Answer all incoming phone calls and emails in a timely manner
- Provide price quotes that are within designated pricing parameters
- Communicate vital information (pricing, lead times, etc) with the customers and answer product and application questions
- Ensure all orders are entered accurately and with specified terms and conditions
- Prepare work orders clearly communicating customer specifications to Production Department
- Work with Logistics and RMA representative to manage customer orders
- Provide potential sales opportunities to the inside and outside sales teams
- Implement processes; escalate as needed to the attention of management
- Troubleshoot customer issues over the phone and/or through email
- Positively and respectfully communicate with all customers
- Arrive to work promptly and be ready to work at your designated start time; work diligently until your close time unless you receive approval for early dismissal or overtime
- Maintain the highest standard of safety in the office and warehouse

**Personal Attributes:**

- Ability to solve problems with a sales-minded and customer-focused approach
- Ability to cultivate and manage long-term customer relationships
- Natural sense of urgency with go-getter mentality
- Self-starter ability to work independently as well as being in a team environment
- Outstanding personal integrity and ethics
- Excellent reasoning and analytical ability
- Technical and math aptitude required
- Excellent written, verbal and listening skills with a passion for attention to detail
- Strong planning and organizational skills

**Requirements:**

- 0 – 2+ years of sales or 3+ years of customer service experience
- Prior experience with CRM or ERP software a plus
- BA/BS in Business, Marketing or related field a plus



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*The job description is not an exhaustive listing of all responsibilities and may be revised at any time.*