

JOB DESCRIPTION

Customer Service Representative



****We are a government contractor, and all employees must be vaccinated against Covid-19 per executive order****

About Us

Transshield solves the problem of equipment degradation caused by the elements through advanced protective cover technology. Whether it's during storage or transportation Transshield protects your asset from the assaults of nature, all with the softest touch to your equipment.

Position Overview:

- Provide support to customers and field sales reps for orders and other product/order related questions
- Answer phone calls and reply to email inquiries from customers and field sales reps
- Process orders into Microsoft Dynamics, communicate with customers as required for additional information or clarification
- Offer customers professional support and expertise
- Act as customer and sales rep advocate and key inside contact person for all industrial customer service needs
- Provide information on the status of orders and updates
- Work with production on scheduling per customer requirements
- Support and consult with other departments/warehouses to resolve issues

Job Responsibilities:

- Responsible for processing, resolution, and expediting of orders
- Maintain a strong, positive attitude and composure while managing a fast pace and potentially difficult situation
- Answer inbound phone calls to offer quotes, lead time, the status of an order, etc.
- Process orders via Microsoft Dynamics, determine stock location, and process for delivery
- Handle general product price and stock inquiries from customers and sales reps
- Communicate with manufacturing and management to identify and solve customer requests and problems
- Communicate special order processing requirements such as special shipping instructions, rush orders, etc.
- Respond to and manage a high volume of emails

Skills and Experience:

- Customer service experience preferred
- Strong interpersonal and communication and telephone skills
- Sound verbal and writing skills
- Self-motivated, results-driven, and able to thrive in a fast-paced work environment
- Efficient user of Microsoft Dynamics, Microsoft Word, and Excel

What You'll Get:

- A company culture where everyone is family
- Healthcare, Dental, Vision, Short & Long-term Disability Insurance, Life Insurance 100% company paid
- 401k with automatic 3% employer contribution after 1 year
- Career development and mentoring
- Tuition reimbursement
- Holiday, personal and vacation days
- Wellness offerings