

Customer Service Representative

Job Description

Standard is looking for an experienced customer service individual who has a highly developed sense of integrity and commitment to customer satisfaction.

General Responsibilities

- Handle incoming communications from customers efficiently and accurately
- Utilize inventory system for product availability and product condition/status
- Refer any customer interested in products to Field Sales Managers or National Sales Manager
- Provide support relating to any and all customer service related questions: Pricing, product and parts information, sales policies
- Recommend and assist with the processing (i.e. set-ups) and analysis of parts for assigned products
- Input orders into billing system timely and accurately
- Handle incoming calls related to pricing, availability, returns, order status, product assistance.

Requirements

- The position requires the candidate be able to work in a fast paced environment
- Be responsible to the needs of the customers and co-workers
- Experienced self-starter with leadership skills and someone looking for increasing responsibilities
- Possess the ability to communicate clearly and professionally, both verbally and in writing
- Candidate must be able to multi task and have good interpersonal skills
- Minimum 3-5 years' experience in a customer service environment
- Associates degree or higher preferred
- Knowledge of and proficiency with Sales Force, Word, Excel and Financial Force is preferred.