

Job Title: Customer Service Representative I 0116
Reports To: Director of Customer Service

Category: Exempt

Position Summary: Provides friendly, effective, and efficient customer service by utilizing in-depth knowledge of company products and procedures.

Essential Functions:

- Order management and general administrative functions – order entry, expediting, filing, tracking, etc.
- Communicates with distributors and customers by phone and email.
- Responds to product inquiries from domestic and international distributors and customers.
- Assists distributors and customers to ensure proper selection and installation of products.
- Prepares detailed quotations for distributors and customers.
- Coordinate customer and distributor activities with Sales Managers, Product Managers, and Engineers.
- Prepares detailed repair evaluations and failure analysis. Consults with customer and repair technician for effective resolutions.
- Provides inside sales support.
- Responds to basic product related troubleshooting questions for products including: Walchem products - programming, calibration, and set-up of metering pumps, controllers, and sensors. Iwaki Pump products – application review, pump sizing and associated recommendations.

Qualifications:

- Bachelor's degree in a science or technical field (chemistry preferred).
- * 1 - 3 years' experience in a related Customer Service role
- * Good listening/troubleshooting skills
- * Ability to patiently defuse and resolve customer complaints
- * Time Management – ability to organize and manage multiple priorities in a fast-paced environment
- * Team player - can effectively interact with internal departments
- * Strong technical aptitude
- * Strong verbal and written communication skills
- * Strong computer skills:
 - Fast, accurate data entry
 - Proficient in Microsoft Word and Excel
- * Ability to work well with little supervision
- * Detail oriented
- Fluent in Spanish or Portuguese a plus
- Pump/Instrument experience a plus

Delegation of Authority:

- The Iwaki America Inc. Delegation of Authority Matrix is incorporated herein by reference

*Denotes essential qualification