

Job Title: Customer Service Representative II 0421
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

- Walchem specific - thorough understanding of programming, calibration, and set-up of metering pumps, controllers, and sensors. Acts as a technical resource for customers related to water treatment chemistry, installations, and computer communications.
- Iwaki Pump specific - thorough understanding of pump hydraulics, applications and installation of centrifugal pumps and related ancillary equipment.
- Provides phone and email technical support for pumps, controllers, and sensors.
- Acts as a resource of technical information for customers, distributors, Sales Managers, and Customer Service Reps on products, applications, and competitors.
- 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
- Order management and general administrative functions – order entry, expediting, filing, tracking, etc.

Qualifications

- Bachelor's degree in a science field (chemistry preferred).
- * 3 - 5 years' experience in a Customer Service role related to water treatment equipment
- * For Walchem products - understanding of pH, conductivity measurement, and water chemistry
- * 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 verbal and written communication skills
- * Strong technical aptitude
- * Strong computer skills:
 - Fast, accurate data entry
 - Proficient in Microsoft Word, Excel, and PowerPoint
- * 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