



Customer Service Rep.

Overview:

Provides customer service support to the organization by obtaining, analyzing and verifying the accuracy of order information in a timely manner. Initiates and/or implements corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained.

Responsibilities:

- Receives processes and verifies the accuracy of orders from customers utilizing the organization's internal system and customer purchase orders.
- Initiates required action for response to customer service requests for order changes, including the maintenance of order/customer information files and communicates changes to the appropriate personnel/departments.
- Delivers excellent customer service to both internal and external customers.
- Participates and provides expertise as a member of the customer service's departmental team. The team's objectives are, but not limited to, develop and recommend changes to existing methods and systems to increase the accuracy, efficiency and responsiveness of the customer service department as a whole.
- Provides back-up support to other group members in the performance of job duties as required.
- Supports/participates in the organization's Continuous Improvement Program.
- Answers customer inquiries/communications as required. Formulates resolution and response in a timely and accurate manner
- Builds solid partnerships with assigned accounts. Co-ordinates the handling of multiple situations in a professional, positive manner.

Requirements:

Applicant is required to have a minimum of 2 years progressive customer service experience. Must work well under pressure in a fast paced- high call volume environment, be able to multi-task many projects simultaneously, and have excellent interpersonal and communication skills both verbal and written. Must be experienced with Microsoft Office to include Outlook, Word and Excel. Familiarity with a CRM or ERP is important, familiarity with Netsuite is a plus. Works well both independently and as a team with the ability to make sound business decisions. Must have an excellent sense of priorities.

Customer Service Skills:

Customer Service, Product Knowledge, Quality Focus, Problem Solving, Documentation Skills, Listening Skills, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking

About Hub Pen Company

Hub Pen Company has been in business for 60 years. We continue to grow with increased sales year over year and are looking to grow our family of employees.

Please send a copy of your resume and cover letter to employment@hubpen.com

Hub Pen Company is an Equal Opportunity Employer. We evaluate qualified applicants without regard to race, color, religious creed, national origin, sex, age, gender identity, disability, sexual orientation, military service, genetic information, and/or other status protected under law.