

Customer Service Support

This position will be responsible to provide customer service support to the Customer Service Department by obtaining, analyzing and verifying the accuracy of customer order information in a timely manner. Initiates and/or implements corrective action as needed 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 customer orders 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.
- Provides support to the Customer Service Representatives and/or Order Entry-Proofing Team in the performance of their job duties as required.
- Supports and 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 and delivers excellent customer service to both internal and external customers.
- Coordinates timely handling of multiple situations in a professional, positive manner.

Requirements

Successful applicant must have a minimum of one (1) year 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 member with the ability to make sound business decisions. Must have an excellent sense of priorities and possess a strong attention to detail.

Customer Service Skills

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

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

About Hub Pen Company

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

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.