



CUSTOMER SERVICE REPRESENTATIVE

West Chester, OH

01/20/2021

Job Summary:

The Customer Service Representative is responsible for meeting company and customer requirements by coordinating and communicating customer requirements to the rest of the organization. This position provides customer advocacy while troubleshooting, problem solving and acting as liaison for our customers with various departments.

Essential Functions

- Manage customer orders from placement to delivery through multiple channels including phone, fax, e-mail and internet.
- Maintains a good attendance record.
- Work with manufacturing to satisfy customers' required delivery dates.
- Manage customer expectations to ensure satisfaction by clearly communicating our commitments such as delivery dates, problem resolution and order status details.
- Provide high quality of service through efficient use of technology relative to customer activity.

Skill Requirements

- Excellent written and oral communication skills along with the ability to work in a team environment.
- Excellent organizational and planning skills – ability to multi-task effectively.
- PC and MS Office proficiency required.
- ISO and Chempax experience desirable.

Education/Experience Requirements

- High School Diploma required. AS or BS in business or marketing a plus.
- Minimum 2 years customer service experience, inside sales, logistics or related functions (preferably in manufacturing).

Benefits include Health, Dental, Vision, Life, Short and Long Term Disability insurances. Health Savings Accounts, 401(k) matching, Paid Time Off (PTO), and sick time.

Please send resume and cover letter to Human.Resources@neaseco.com.