



Job Posting Customer Service Representative

Department: Customer Service
Job Title: Customer Service Representative
Reports to: Customer Service Manager
FLSA Status: Non-Exempt
Location: Charleroi, PA

COMPANY PROFILE

DMI Companies, founded in 1978, is a leading manufacturer of HVAC accessories supplying the commercial, industrial and residential HVAC markets through a vast network of domestic and international distributors. DMI has national standing as an industry leading innovator that possesses integrity and leadership skills which are testaments to the quality manufacturing and operating procedures engaged by DMI Companies. DMI is building a better world for ourselves and our children by providing a sustainable environment through our products, operations and personal conduct.

OVERVIEW

Support the DMI Sales Channel by possessing technical product knowledge, the ability to process purchase orders to precise completion and customer satisfaction. Provide pricing support as needed, assist with the coordination of shipments and the ability to research discrepancies upon request. Coordinate and maintain an efficient office operation and perform administrative duties in support of the Customer Service Department.

ESSENTIAL FUNCTIONS

- Enhance the level of customer satisfaction
- Demonstrate an unwavering commitment to exceptional customer service
- Deliver consistent and value-added services to customers
- Clarify sales policies as needed
- Enter all customer purchase orders with accuracy
- Clarify all product information
- Create and maintain customer quotes
- Maintain customer item cross-referencing
- Initiate price requests
- Obtain freight quotes
- Manage item substitutions
- Manage customer fulfillment and the resolution process for customer complaints and concerns
- Ability to match truckloads
- Work well in cooperation with others for the benefit of the organization
- Resolve customer complaints and concerns
- Matching orders and quotes, and substandard reporting

- Work closely with management to improve departmental efficiencies

EXPERIENCE & COMPETENCIES

- Strong Customer Service Skills
- Prior customer service experience in a product based industry
- Excellent communication skills - verbal and written and telephone etiquette
- Ability to comprehend drawings and specification requirements
- Excel in a fast paced environment
- Strong computer skills
- Attention to detail
- Ability to problem solve and develop a solution

EDUCATION

- High School diploma required, Associates Degree in Business or other related field preferred

How to Apply: email resume and salary requirements to careers@dmicompanies.com