



Job Posting Customer Service Representative

Department: Customer Service
Job Title: Customer Service Representative
Reports to: Customer Services 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 distributor sales channel in order to become the primary partner for each distributor by being their on-call support contact. Coordinate and maintain an efficient office operation and perform administrative duties in support of the Customer Service Department.

ESSENTIAL FUNCTIONS

- Support the distributor sales effort by fielding product questions
- Clarify distributor policy issues as needed.
- Manage distributor fulfillment and the resolution process for distributor complaints and concerns.
- Continued Product knowledge.
- Answer initial incoming product inquiries.
- Answer all calls relating to Distributor order inquiry.
- Route calls appropriately. Please see attached Product Question outline.
- Process Credits
- Process Price Request / Contract Pricing
- Coordinate distributor marketing information availability including technical and marketing literature and SDS information.
- Act as back up for Order Entry

EXPERIENCE & COMPETENCIES

- Strong Customer Service Skills
- Prior customer service experience in a product based industry
- Excellent communication skills - verbal and written and telephone etiquette
- 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