



## 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

### Overview

Support the distributor sales channel by processing each purchase order to precise completion and distributor satisfaction. Coordinate and maintain an efficient office operation and perform administrative duties in support of the Customer Service Department.

### Responsibilities

- 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 distributor purchase orders same day
- Clarify all product information
- Create and maintain customer quotes
- Maintain customer item cross-referencing
- Initiate price requests
- Obtain freight quotes
- Manage item substitutions
- Exhibit proper telephone and email techniques and etiquette
- Possess a strong knowledge of computer fundamentals
- Manage distributor fulfillment and the resolution process for distributor complaints and concerns
- Ability to match truckloads
- Work well in cooperation with others for the benefit of the organization

### Required Educations & Skills

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

**How to Apply:** email resume and salary requirements to [careers@dmicompanies.com](mailto:careers@dmicompanies.com)