

Job Title: Customer Service Rep
Salary Range: Hourly, DOE

This position is an entry level administrative position and is responsible for coordination and support of inside sales efforts for supplies and equipment.

Duties & Responsibilities:

- Answer customer inbound calls
- Correspond with potential and existing customers in regards to their supply needs
- Utilize e-Automate to track customers, calls, and sales activity for all potential and existing customers
- Monitor print management software alerts and educate customers on its benefits
- Analyze customer needs, recognize business opportunities, and influence sales volume growth
- Ship the appropriate amount of supplies based on customer's utilization and avoid over-shipment
- Communicate and interact with customers, field service technicians, sales, management, and administration in a way that is courteous, positive and professional
- Exhibit professional appearance and demeanor at all times
- Complete timely order processing in e-Automate with high degree of accuracy
- Learn about the industry, products and supply specifications utilizing all available Nevill resources
- Enter all customer calls for proper account history
- Update all customer contact information, as needed
- Complete training on Nevill systems, as needed
- Answer overflow calls and support other team members when on break and/or lunch
- Effectively and efficiently communicate customer issues, inventory shortages, or other problems to appropriate departments and/or management.
- Must have ability to work independently and as part of a team
- Maintain a positive demeanor and be a contributing team member
- Perform other activities that support Nevill and its service organization
- Have the ability to maintain consistent attendance

Minimum Qualifications:

- High School or GED, AND
- Must have basic computer skills/knowledge
- Minimum 1 year of customer service
- Some data entry experience, preferred
- Ability to lift a maximum of 25 lbs. Pull, Lift, Reach & Transport boxes