

OHM International Inc.

129 YORK AVE
RANDOLPH, MA 02368



Job Title:	Customer Service Associate		
Department/Group:	Customer Service		
Location:		Travel Required:	N/A
Level/Salary Range:		Position Type:	Full time
HR Contact:	Isabel Monroy	Date posted:	Click here to enter a date.
Will Train Applicant(s):		Posting Expires:	N/A

Applications Accepted By:

Job Description

ROLE AND RESPONSIBILITIES

- ORDER PROCESSING
- SPECIAL ORDER TRANSACTIONS
- TELEPHONE SALES
- REVIEWING AND PROCESSING DAILY REPORTS
- PROVIDE BACKUP ASSISTANCE TO WALK-IN CUSTOMERS IN OUR SHOWROOMS
- WORKING WITH MULTIPLE FABRICATORS AT THE SAME TIME
- MAINTAIN A HIGH STANDARD OF CUSTOMER SERVICE
- ABILITY TO WORK AS A PART OF A TEAM AND INDEPENDENTLY
- ENSURE THAT YOUR INDIVIDUAL WORKSPACE IS KEPT CLEAN AND ORGANIZED AT ALL TIME
- SERVICES EXISTING ACCOUNTS, OBTAIN ORDERS, AND ESTABLISHES NEW ACCOUNTS BY PLANNING AND ORGANIZING SCHEDULE TO CALL ON EXISTING OR POTENTIAL FABRICATORS
- KEEPS MANAGEMENT INFORMED BY SUBMITTING ACTIVITY AND RESULTS REPORTS
- RESOLVES FABRICATORS COMPLAINS BY INVESTIGATING PROBLEMS; DEVELOPING SOLUTIONS; MAKING RECOMMENDATIONS TO MANAGEMENT.

OHM International Inc.

195 Prospect Plains Road

Monroe TWP. NJ 08831



QUALIFICATIONS AND EDUCATION REQUIREMENTS

- ABILITY TO MULTI-TASK AND FOLLOW THROUGH
- EXCELLENT VERBAL AND WRITTEN COMMUNICATIONS SKILLS
- SOLID WORKING KNOWLEDGE OF MICROSOFT OFFICE APPLICATIONS, SPECIFICALLY OUTLOOK, WORD AND EXCEL
- INTERMEDIATE LEVEL TYPING SKILLS PREFERRED
- ABILITY TO DEVELOP AND MAINTAIN STRONG WORKING RELATIONSHIP
- OUTGOING, FRIENDLY PERSONALITY
- CUSTOMER SERVICE ORIENTED ATTITUDE
- SELF-DIRECTED, HIGHLY MOTIVATED
- TASK ORIENTED
- STRONG WORK ETHIC
- DESIRE TO WORK IN A FAST-PACED ENVIRONMENT
- MEET SALES GOALS
- TERRITORY MANAGEMENT
- NEGOTIATION
- PRODUCT KNOWLEDGE
- MOTIVATION FOR SALES