



Dynamic, high-tech firm in growth mode looking to fill full-time position reporting to Director of Inside Sales. The position provides administrative assistance to Customer Service Team to help establish and build relationships and trust by meeting and exceeding Customers' expectations with exceptional support concerning information relating to the purchase of products and services. This position is an entry position with a clear succession path to other functional areas of The Company.

Responsibilities:

- Entering orders into the computer system and maintaining order system accurately and completely
- Calculating and quoting prices for standard products
- Drafting Quotes for Customer Service Reps and or Business Management
- Determining availability and/or lead time of ordered items
- Advising Customers of expected delivery dates and methods
- Log all contacts in our Customer database system accurately
- Maintain accurate and up-to-date client files
- Providing timely information and notification to others that need to be involved to satisfy Customers' requests
- Communicating any changes or variations in commitments to Customers on a timely basis
- Drafting Quotes for Customer Service Reps and or Business Management
- Proactively seek solutions to problems, notifying Management when concerns arise
- Gain familiarity of website to assist Customers to navigate
- Process Customer Feedbacks and Change Requests through ISO System

Job Specification(s) of Customer Service Assistant:

- High school diploma or equivalent required
- Ability to perform each essential duty satisfactorily
- Good organizational skills and follow-up
- Good attention to detail
- Minimum 2 years Customer Service experience a plus
- Working knowledge of Microsoft®, Word®, Outlook®, Excel®
- Excellent verbal communications (both listening and presenting information)
- Ability to read, write and comprehend instructions, short correspondence, and memos
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Outstanding phone and email etiquette
- Ability to establish, use and maintain information files
- Ability to perform computer data entry and retrieval using a keyboard/mouse
- Ability to multi-task efficiently and effectively
- Flexibility and composure in order to handle multiple urgencies and priorities from influx of phone contacts, and, consequently, unscheduled demands on time
- Team-player mentality with a positive attitude
- Able to thrive in a fast paced, high-volume work environment

Full Benefits and perks, such as Wellness Program / Salary commensurate with experience

Please send resumes to HR@MERITEC.com