



Meritec is seeking talented team players in our Painesville, Ohio facility who are committed to pushing the boundaries of interconnect technology performance and innovation. Join us and connect your career to the future.

### ***Job Summary***

The ***Customer Service Representative*** is primarily responsible for addressing customer inquiries through timely and accurate communication with customers, internal contacts, vendors, reps, and distributors while maintaining the company mission of providing an exceptional sales and support experience to purchasers of products and services. Position is full-time and on-site in Painesville, Ohio.

### ***Duties/Responsibilities***

- Calculate and quote prices for standard products
- Determine availability and/or lead time of purchased products, suggesting substitutions, when appropriate
- Advise customers of expected delivery dates and shipping methods
- Ensure accurate and complete entry of purchase orders into software
- Communicate with internal departments to fulfill customer requests in a timely and accurate manner
- Communicate with customers regarding outstanding needs, order variations, etc.
- Provide internal reporting as needed
- Develop and maintain working relationships with customers, sales network, and internal departments
- Develop and maintain a working knowledge of current products
- Participate in product training as needed
- Participate and assist with new product introductions
- Maintain familiarity with company website to assist customers with navigation
- Other duties as assigned

### ***Required Skills/Abilities***

- Working knowledge of Microsoft Office Suite
- Excellent communication skills in-person, via phone and during video conferences
- Service-orientation and ability to resolve customer grievances in a professional manner
- Proficient computer skills with the ability to learn new software
- High level of initiative and the ability to work independently and in a team environment
- Excellent organizational skills, attention to detail, and ability to multi-task effectively and efficiently
- Ability to handle high stress situations and frequent interruptions in a professional manner
- Ability to effectively present information in one-on-one and small group situations
- Ability to solve practical problems and deal with variables in situations where limited standardization exists
- Ability to interpret a variety of instructions furnished in written, orally, in diagram or schedule format
- Must be US Citizen
- Successful completion of background check and drug screening

### ***Education and Experience***

- High school diploma or equivalent
- Minimum of one year customer service experience required

### ***Physical Requirements***

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.



Benefits include:

- Healthcare benefits effective day-one of full-time employment
- Fully paid life insurance effective day-one of full-time employment
- Health Savings Account with company contribution
- 401(k) employer match 100% vested at 3 months
- On-Site Fitness Center
- Paid Vacation and Paid Holidays
- Tuition Reimbursement
- Growth and Development Opportunities
- Positive culture of diversity, equity, and inclusion

Meritec and its West Coast affiliate, Joy Signal Technology, (both Qnnect Company's) are well-established, growth-oriented, signal integrity leaders and preferred vertically integrated manufacturers of high-performance electrical and electronic interconnect embedded systems and connectors with over fifty-years of innovation, serving world-wide markets with cost-effective solutions.

Qnnect and its affiliated companies are affirmative action/equal opportunity employers. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, work related mental or physical disability, veteran status, sexual orientation, gender identity, or genetic information.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.