

Customer Relations Executive

Job description

Summary: This position is accountable for receiving all customer and account inquiries and properly communicating appropriate actions to meet customers' requests. Responsible for providing world-class customer service to all VMS customers, both internally and externally. Serves as point of contact for business issues, returns, orders, and servicing of accounts.

Responsibilities:

- Responsible for daily order entry, post-sale service including issuing RMA's, problem solving, shipment notification, order status updates, prioritizing, expediting, and maintaining specified timelines.
- Navigates multiple computers, telephone, business systems, email, ERP, order entry, web portals and applications proficiently.
- Must be able to build positive, productive relationships with customers and team members.
- Actively searches and identifies opportunities to involve sales team or proficiently upsells customers in a collaborative team-selling environment.
- Any additional duties as directed by your supervisor.

Minimum Qualifications

- Excellent phone communication as well as interpersonal, verbal, and professional writing skills required.
- Exceeds at multi-tasking in fast-paced work environment.
- Excellent listening skills, problem solving, questioning, analytical and qualitative skills with ability to resolve conflict effectively.
- Strong organization, time management, and multi-tasking skills.
- Self-starter with ability to work as part of a team as well as independently with minimal supervision and participate in selling processes and training activities.
- Type 60 words per minute or more is a plus.

Education / Experience

- High School diploma or equivalent required. Associate degree or equivalent preferred with a minimum of 3 years' experience in related customer service/order entry role.

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- 3+ years' experience in business-to-business or administrative setting preferred.
- Proficiency with Microsoft suite, including: Word, Excel, PowerPoint and Outlook required.
- Experience using Infor/Syteline, or similar ERP system, is a strong plus.
- Experience interpreting blueprint drawings and or engineer prints a strong plus.
- Proficient typing and order entry skills required for this position.

Job Type: Full-time

Salary: \$42,000 - \$50,000/yr

Status: Exempt

Benefits:

- 401(k) matching
- Dental insurance
- Disability insurance
- Employee discount
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Paid training
- Tuition reimbursement
- Vision insurance
- Flexible spending account

Schedule:

- 8 hour shift
- Monday to Friday

Supplemental pay types:

- Bonus pay

Experience:

- Customer Service: 3 years (Preferred)

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