



# Job Posting

## Customer Service Associate

### Responsibilities:

- Triage customer questions via e-mail and phone call
- Promptly & effectively resolve customer service matters
- Prepare estimates for TTHouse account
- Follow-up on outstanding quotes for TTHouse account
- Send RFQs for purchase parts to Sales Rep for quoting
- Support sales team members with other duties as assigned
- Create RMAs for customers
- Assist customers with Check-Set recertification's and maintain the Check-Set database
- Accept customer credit card payments by phone
- Responsible for cleaning & updating Goldmine (CRM) & Syteline (ERP) & SPS Commerce
- Update sales forecast

### Qualifications:

- High School diploma is required
- 3+ years customer service and/or business development experience in manufacturing preferred
- Some sales background preferred
- Must be able to work in a fast paced organization with a sense of urgency
- Strong math and problem solving skills
- Strong interpersonal skills and ability to build relationship
- Strong communication skills

Pay range: \$18.00 - \$19.25



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