



Customer Care Specialist

Cambridge Security Seals is an industry leader in the manufacturing and distribution of customized tamper-evident security seals. The Pomona, New York company seeks a personable, enthusiastic, and eager-to-learn Customer Care Specialist to join our team of professionals and grow within our expanding company. This position features a blend of customer interaction, support, and data handling, and requires a strong verbal and written communication and interpersonal skills. The daily, functional responsibilities include regular communication via phone and email with customers dealing with specifying custom products, tracking order fulfillment status, managing expectations, and coordinating a variety of interrelated functions to support and enhance the overall customer experience. The right candidate will showcase the ability to meet these performance expectations, produce results, and hopefully demonstrate the kind of pride, enthusiasm, and attention to detail in this varied position that will lead to other, high-visibility growth opportunities at CSS in the future. While CSS provides the specialized training and managerial support to succeed, the Customer Care Specialist will be responsible for executing exceptional performance within a team environment and contributing to the overall quality, success, and growth of the Customer Care department and the company.



CSS will provide the mentorship and training to develop the specific skill sets and professional strengths necessary to succeed as a Customer Care Specialist, which include:

- ◆ Professionalism and clear communication
- ◆ Commitment to customer satisfaction
- ◆ Order entry and customer service, including query & complaint resolution & other service related matters
- ◆ Developing a strong proficiency on our ERP and CRM systems, including Syspro, & Hubspot
- ◆ Developing an understanding of our customers and how we can serve them better
- ◆ Providing customers with price quotations
- ◆ Working with the other departments at CSS to provide customers with a seamless and positive experience
- ◆ Channeling positive energy and attention to detail into everyday achievement

Qualified candidates will possess a combination of education, experience, traits, and professional skills that position them for success as a Customer Care Specialist, which include:

- ◆ Responsible, accountable self-starter with boundless energy, drive, and self-organization
- ◆ Strong written and verbal communication and interpersonal skills
- ◆ A minimum of 2 years experience in a similar position and environment (preferred but not required)
- ◆ Team player with engaging and pleasant personality
- ◆ Strong basic math skills
- ◆ College Degree (preferred but not required)
- ◆ Microsoft Office proficiency (Word, Excel, Powerpoint)
- ◆ Affinity for multi-tasking with the discipline to follow through and the self management skills to prioritize

This position carries an opening hourly pay rate of \$16.50+/hour plus an annual performance-based bonus.

Benefits include participation in the company's health plan (medical, dental, vision) and 401K retirement plan.

Please note that this position is a full time, on-site salaried position at CSS's Pomona, New York headquarters.

*To apply for the position of **Customer Care Specialist**, please email your resume along with a cover letter to **HR@CambridgeSeals.com**.*