
Job description

Customer Service Agent

JOB TITLE: Customer Service Agent

REPORTING TO: Customer Service Manager

COMPANY OVERVIEW

Cambridge Security Seals is a well-established, ISO-certified, specialist manufacturer of seals in Rockland County. The company services a diverse group of global leaders across multiple industries and geographies by supplying the BTB (business-to-business) market. Our products are best-in-class and they feature the widest array of customization options that provide real benefits to our customers. Seals are much-needed products in business for security and traceability. The business is experiencing rapid growth which has created the need for 2 additional customer service agents.

POSITION OVERVIEW

The position is a blend of telephonic & digital people interaction, data handling, support & administration. The daily, functional responsibilities will include regular communication via phone & email with customers about their order status, managing their expectations, handling the order fulfillment process, and coordinating a variety of inter-related functions to support the customer experience. For the right person, and dependent on demonstrated competence and results delivery, this varied position can lead to other, high-visibility growth opportunities in the future.

RESPONSIBILITIES & DUTIES

- Taking calls from customers to place orders;
- Receiving orders via phone, email, fax, web eComm platform and processing these for production;
- Handling order placement through specific customer portals;
- Following a series of internal processes to ensure compliance with the company's quality standards;
- Analyzing customer's sales history and helping to solve problems relating to production lead times and program management;
- Query & complaint resolution & all service-related matters like order tracking;
- Developing a strong proficiency on our MIS (management information systems - Syspro, CORE & Hubspot);
- Developing an understanding of the customer world and how we can serve them better;
- Sending customers quotations and handling price increase conversations;
- Building relationships with customers to increase customer loyalty & satisfaction;
- Customer data collection on Hubspot (our CRM system).

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EDUCATION & EXPERIENCE

A minimum of 2 years experience in a similar work environment, ideally from manufacturing to facilitate the grasp of the business and its complexity. A high level of MS Office competence as well as ERP systems, Syspro would be highly advantageous. Strong administrative and

customer service experience in a previous, high-pressure business environment. Strong communication skills in English essential, Spanish as an additional language would be highly advantageous. The company places a high emphasis on the quality of communication, especially written communication. A business degree would be advantageous but is not essential.

PERSONALITY

The right 'fit' will be someone who displays high energy, optimism, and strong self-organization. A curiosity for learning and aptitude for rapid knowledge acquisition will fast-track the candidate's onboarding. The person must be numerate, enjoy data handling but should have a natural interest in applying interpretation to the data and communicating this to customers to meet their needs. The job consists of many different elements. The right candidate will have an affinity for multi-tasking but also the discipline to follow through and the self-management skills to prioritize workflow. A genuine like for people is important in this service-oriented role.

THE COMPANY CULTURE

We are a team of high achievers. We like to see initiative and accountability and we encourage individual and team success. Learning is a big part of our culture. Knowledge builds confidence and confidence contributes to success. High EQ people easily build customer rapport which is vital in sustaining and deepening customer relationships. Working in a fast-paced environment means high pressure. The capacity to handle pressure and having a resilient character will prepare the candidate to deliver different outputs, observe deadlines, and develop a work pattern that shows a good work ethic.

COMPENSATION & BENEFITS • Market-related salary • Participation in our company's benefits plan • Participation in our company's 401K plan after 1 year of employment • Paid vacation and PTO (accrued hours)

Job Type: Full-time

Pay:

COVID-19 considerations:

All surfaces are sanitized regularly.