

## **Customer Service/Inside Sales Representative**

### **Job Description:**

Schmersal USA, a leader in the design and manufacture of machine safeguarding products and systems is currently looking to fill a role in customer service/inside sales in our Hawthorne, NY office. The successful candidates will work primarily to provide accurate timely customer service support to clients in all areas related to the sale of Schmersal products and ensure that an excellent standard of service and customer satisfaction are maintained by performing the following duties.

### **Essential daily duties include, but are not limited to the following:**

- Manage incoming phone calls and emails
- Help customers through the product selection process based on their request, offer alternative like products, refer to engineering as required.
- Provide product information, data sheets, support website navigation, stock details, lead times, pricing information etc.
- Offer details on existing customer purchase order status, tracking information.
- Support the returns process as required
- Support the order entry process as required
- Support customers via the live chat on our website

### **Requirements of a customer service/Inside sales representative:**

- Speak clearly, confidently, and always in a positive manner even in difficult situations.
- Must be a team player
- Willing to help and support our colleagues both inside and outside.
- Meet or exceed the customer's needs every time, on time
- Ability to solve problems quickly for customers.
- Build working relationships with our customers
- Build a strong level of Schmersal product knowledge
- Schmersal website knowledge
- Communicate with the outside team on all activities that have been worked on, daily
- Use the CRM tool to help organize and develop customer relationships
- Build a strong working knowledge of SAP

### **Qualifications:**

- 1+ years of experience in a customer service environment
- Proficient in the use of Microsoft Office: Word, Excel, Outlook, Teams
- Ability to learn new business operating systems- SAP and CRM tools
- Excellent communication skills – verbally and email writing
- A high commitment to customer satisfaction

This is a full-time, hourly position. Our standard office hours are 8:30 am to 4:45 pm, Monday through Friday. Schmersal is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

If you would like to join our growing team, please forward your resume to Nyoka Roberts, Customer Service Manager at [nroberts@schmersal.com](mailto:nroberts@schmersal.com)