

**Posting:**

January 3, 2018

**Customer Service Representative, iSi North America**

**Location:** Fairfield, NJ

**General Purpose:**

To deliver service excellence to customers, outside sales representatives and across all internal functions including Marketing, Sales, Accounting, and Logistics.

**Job Overview:**

Entry Level position in our customer service department. The successful candidate will be able to work independently, yet also be a team player. A pleasant phone & personal demeanor, and an eagerness to learn and apply knowledge and skills is required. A background in operations (inventory management, EDI, warehouse skills) and SAP are a plus.

**Principal Accountabilities:**

- Coordinate the placement of customer orders via phone, fax, or EDI. Other tasks will include; order entry, processing, tracking, billing and follow up with customers to make sure their requirements are met.
- Insure customer satisfaction by properly identifying and meeting their requirements. Follow up on non-conformances in every segment of the process, insuring that corrective action steps are implemented.
- Communicate frequently with Logistics, Sales and Sales Representatives.
- Keep current with all products offered by iSi and their respective applications.
- Maintain accurate and current information, as it relates to current and anticipated customer requirements.
- Communicate product, pricing, availability, and delivery information to customers.
- Maintain master files for customers, customer requirements, pricing, etc.

**Candidate Qualifications and Experience:**

- Experience: Minimum 2 years' experience in a customer service environment.
- Computer literacy: MS Office required. (Excel, Word, Outlook). Knowledge of MAS 90/200 and SAP highly recommended.
- Understanding of warehouse systems and procedures for shipping, accounting, etc.
- Must have experience communicating with customers on a full range of inquiries, including tracking of orders, product knowledge, etc. Exceptional phone skills required.
- Must be available to work Monday to Friday 9 AM to 5 PM
- Must have problem solving ability, and willing to make decisions and recommendations within authorized parameters. Decisions would include but not be limited to, resolving customer problems, issuing credits and resolving daily issues as they arise.

**Apply NOW:**

- Only candidates meeting the above requirements will be contacted
- This position is based in Fairfield, NJ and candidates must live within commutable distance
- For serious consideration, please include your salary requirements.

We offer a competitive salary, annual bonus and benefits, including medical, dental, vision, 401K/profit sharing, tuition reimbursement, and paid holidays.

Send your resume to:

[Thomas.Lineweaver@isi.com](mailto:Thomas.Lineweaver@isi.com) for immediate consideration.

*No phone calls please.*