



CUSTOMER SERVICE REPRESENTATIVE

Hamilton Associates, a diverse, growth-oriented, Lean-driven, ISO-Certified manufacturing company is currently seeking an experienced **Customer Service Representative** to join our team. For additional information about our Company and each of our divisions and our product lines, please visit our websites at www.hamiltonassoc.com, www.elscoguides.com, www.atitest.com, and www.dirtkiller.com.

Air Techniques International (ATI), a division of Hamilton Associates, Inc., is the leading designer and manufacturer of specialized test equipment for HEPA and ULPA filters, flat sheet media, filter cartridges and respirators used by virtually all government, military and commercial organizations worldwide. ATI strives to build a brand identity of being known as reliable and easy to work with. Our Customer Service team plays a key role in this strategic goal to establish and engrain that desired brand identity. To help support this desired brand and succeed in achieving our strategic business goals, the company is building an organizational culture of teamwork, engagement, learning, and continuous improvement / innovation.

POSITION OVERVIEW

As our **Customer Service Representative**, this individual will report to our Customer Service Manager and will have a wide-range of customer service, inside sales, order processing, service scheduling and administrative support duties in a dynamic, fast-paced environment. Responsibilities include, but are not limited to:

Customer Service

- Respond to incoming customer service inquiries by phone and email. Communicate and coordinate with other internal departments as needed in order to respond to customers in a timely manner.
- Record details of customer complaints. Engage designated internal resources. Ensure that complaints are adequately addressed and escalate as needed. Process material returns.
- Facilitate customer requests for service, working with appropriate managers or colleagues to prioritize requests.
- Establish a professional and friendly rapport with our customer base.
- Capture and record all relevant customer information and customer interactions in a Customer Relationship Management (CRM) program.
- Follow up on pending customer interactions.
- Process basic requests for product recommendations.
- Ensure that technical requests and technical inquiries are promptly routed to our Sales or Engineering support departments.

Inside Sales

- Solicit, summarize, and share important market information such as customer trends and feedback or competitive information that can lead to identifying potential opportunities and threats
- Support the Sales/Business Development team in conducting or coordinating periodic sales and marketing campaigns.
- Support Sales as needed on larger projects and proposals.

Order Processing

- Process orders from customers in ERP system in accordance with established procedures
- Coordinate credit requests and the release of credit holds with corporate Finance and escalate as needed.

Administrative Support

- Provide overall organizational and administrative support, with primary emphasis on Sales and Customer Service.
- Provide organizational and logistical support for Trade Shows, Conferences, and other events attended by ATI personnel – attend and represent ATI at these events as required

JOB QUALIFICATIONS & REQUIREMENTS

- H.S. Diploma or equivalent. Some college-level coursework, AA Degree or Bachelor's Degree preferred.
- Min. 5 years of customer service experience in B2B manufacturing environment. Specific experience in customer service for technical products is preferred. Experience with international customer service and/or government contracting a plus!
- Proficient in MS Office (Word, Excel, and Outlook)
- Experience using an ERP business system and a CRM platform required.
- Strong aptitude to understand and convey technical issues.
- Basic understanding of international shipping and export procedures a plus!
- Excellent interpersonal skills, with a passion for helping people and a friendly attitude and demeanor.
- Excellent written and verbal communications skills, as well as listening skills.
- Detail-oriented with strong organizational and time management skills.
- Ability to multi-task and work effectively in a dynamic, at times high pressure, environment to meet demanding customer needs.
- Strong sense of self-motivation with a goal-oriented approach to work.
- Desire to continually learn and improve.
- Stress-tolerant. Ability to deal with difficult situations while maintaining performance and a positive attitude.

COMPENSATION & BENEFITS

We offer an attractive compensation package in addition to a comprehensive benefits program including health insurance, 401(k) plan with matching and profit sharing, generous paid time off (PTO) policy, life & disability coverage, plus much more!

CONTACT US

If you are a driven, results-oriented individual seeking an opportunity to play a key role in the continuing growth of a reputable organization, please forward your resume, in WORD or PDF format, along with your salary history/requirements, to us for immediate consideration: aticustserv.resumes@hamiltonassoc.com

Hamilton Associates, Inc. is an Equal Employment Opportunity (EEO) employer.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status.