

H&K International is a leading global supplier of stainless steel kitchen equipment to the food service industry with a long-established reputation for quality products, precision manufacturing and exceptional customer service.

### **Summary**

The Customer Service Representative directs telephone contact with our customers, responds to their inquiries, and places sales orders into the computer system. Additional duties include helping customers properly identify the components they require to repair the equipment in their restaurants, and normal customer service functions, such as order follow-up and tracking, account status inquiries, processing returns and exchanges, and providing product information.

### **Essential Functions**

- Provides friendly, professional, and courteous contact with external and internal customers.
- Be prepared to answer questions regarding company terms and conditions and various warranty information
- Resolve customer complaints. If required or know when to escalate them to management
- Invoices the shipped customer orders by using the AS400 based system
- Performs computer input of customer sales orders received via direct phone contact, facsimile, e-mail and website.
- Provides timely and accurate follow through with customer inquiries regarding products, order status, and account status.
- Interacts with various departments within the organization to help satisfy customer requests.
- Supports rollout business activities as needed, and as directed by Customer Service Manager and Project Manager.
- Performs other customer service related activities as determined by the Customer Service Manager.

### **Education, Experience, and Knowledge Requirements**

Ideal candidate will have a high school diploma or equivalent and will have a minimum of three years' experience as a Customer Service Representative, **Call Center experience preferred**. An outgoing personality, excellent oral and written communication skills and a desire to work directly with customers are required. Familiarity with an ACD phone system is desirable, along with computerized order entry systems experience. Working knowledge of Microsoft Word and Outlook are also required.

**\*No resumes will be considered without salary history and expectations.**

\*No recruiters/staffing agencies will be considered in filling this position.

H&K International offers a competitive benefits package including a comprehensive medical plan that includes short/long term disability, flexible spending account, life insurance, 401k (with 100% match up to 5%), tuition reimbursement, free online training courses and a business casual dress environment