

AIRMATIC Malvern, PA, has an immediate opening for a Customer Service Representative (CSR). Our CSR will be responsible for working closely with fellow Associates to grow Company Sales with existing and new Customers. Our ideal Candidate is a sharp, self-aware individual that is technically inclined. Our new Associate will work in a fast-paced, well-appointed office with smart, friendly, hard-working coworkers who are driven to generate Customer loyalty by providing great service and support.

RESPONSIBILITIES:

- Prepare quotes, enter orders and follow through with on-time delivery
- Resolve product and service issues quickly and completely
- Respond rapidly to all email and voicemail messages
- Perform sourcing, cross-referencing and product data collection via Internet research
- Promptly answer Customers' and Account Managers' questions on products, pricing, and delivery
- Build and maintain rapport with Customers and Suppliers

POSITION REQUIREMENTS:

- Professional telephone voice and demeanor
- Proficiency in MS Office Suite; Type 50-wpm minimum
- Balance and handle multiple tasks at one time
- Excellent written, verbal, listening and interpersonal communication skills combined with an energetic, friendly and outgoing disposition
- Work accurately and at a fast pace so as to perform a day's work in a day's time in a bustling environment
- Ability to understand and apply mechanical concepts and principles
- 2 to 4 years of Industrial or Construction Industry Customer Service experience

APPROPRIATE SKILLS, ATTRIBUTES AND INTERESTS:

- Consistently place high value on Customer and Supplier relationships
- Prioritize activities that are needed to meet the job's responsibilities
- Ability to work for a Company that rewards sound initiative, judgement, taking responsibility, honesty and passion
- Define a plan of action and organize the needed steps to meet deadlines and achieve goals
- Successfully work with a wide range of people at varying levels in Customer and Supplier Organizations
- Continue toward goals in the face of stress and deadlines
- Value gathering and using information and knowledge
- A background in industrial / mechanical products
- Ability to memorize and utilize technical information
- Embrace a culture that values Cathedral Builders – not Bricklayers

AIRMATIC provides ongoing business skills training, product training, coaching and mentoring support to help elevate both our Associates and our Company.

HOURS & COMPENSATION:

- Hours: 8:30 – 5:00 PM OR 9:00 – 5:30 PM; Monday thru Friday
- Salary: \$45,000 (dependent on relevant experience and qualifications)
- Benefits: Comprehensive Package includes Medical, Dental, Vision, Life Insurance; Flex Benefits Plan; 401(k) Plan and Profit Sharing

AIRMATIC HIRING PROCESS:

Qualified Applicants are invited to submit a resume (with a personalized cover letter is a plus). Qualified Candidates who meet key criteria and appear to be a good fit will be notified by email of our interest and will be prompted to complete an inventory of assessments including: Cognitive Ability, Critical Thinking, Motivation, and Typing Proficiency Tests. Success in these initial stages of the process move Candidates to a Telephone Interview by our Customer Service Director followed by an In-Person Interview by our Hiring Team. A screening service company is used to validate information provided.

ABOUT AIRMATIC:

AIRMATIC, a fourth-generation company founded in 1944, is an industry-leading supplier of mechanical products and services to the industrial, construction and utility markets.

To learn more about us, visit us at <http://www.airmatic.com/company-overview-html/>.