

# OHM International Inc.

195 Prospect Plains Road

Monroe TWP. NJ 08831



<b>Job Title:</b>	Customer Service Associate		
<b>Department/Group:</b>	Customer Service		
<b>Location:</b>		<b>Travel Required:</b>	N/A
<b>Level/Salary Range:</b>		<b>Position Type:</b>	Full time
<b>HR Contact:</b>	Isabel Monroy	<b>Date posted:</b>	Click here to enter a date.
<b>Will Train Applicant(s):</b>		<b>Posting Expires:</b>	N/A

**Applications Accepted By:**

**Job Description**

**ROLE AND RESPONSIBILITIES**

- ORDER PROCESSING
- SPECIAL ORDER TRANSACTIONS
- TELEPHONE SALES
- REVIEWING AND PROCESSING DAILY REPORTS
- PROVIDE BACKUP ASSISTANCE TO WALK-IN CUSTOMERS IN OUR SHOWROOMS
- WORKING WITH MULTIPLE FABRICATORS AT THE SAME TIME
- MAINTAIN A HIGH STANDARD OF CUSTOMER SERVICE
- ABILITY TO WORK AS A PART OF A TEAM AND INDEPENDENTLY
- ENSURE THAT YOUR INDIVIDUAL WORKSPACE IS KEPT CLEAN AND ORGANIZED AT ALL TIME
- SERVICES EXISTING ACCOUNTS, OBTAIN ORDERS, AND ESTABLISHES NEW ACCOUNTS BY PLANNING AND ORGANIZING SCHEDULE TO CALL ON EXISTING OR POTENTIAL FABRICATORS
- KEEPS MANAGEMENT INFORMED BY SUBMITTING ACTIVITY AND RESULTS REPORTS
- RESOLVES FABRICATORS COMPLAINS BY INVESTIGATING PROBLEMS; DEVELOPING SOLUTIONS; MAKING RECOMMENDATIONS TO MANAGEMENT.

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## QUALIFICATIONS AND EDUCATION REQUIREMENTS

- ABILITY TO MULTI-TASK AND FOLLOW THROUGH
- EXCELLENT VERBAL AND WRITTEN COMMUNICATIONS SKILLS
- SOLID WORKING KNOWLEDGE OF MICROSOFT OFFICE APPLICATIONS, SPECIFICALLY OUTLOOK, WORD AND EXCEL
- INTERMEDIATE LEVEL TYPING SKILLS PREFERRED
- ABILITY TO DEVELOP AND MAINTAIN STRONG WORKING RELATIONSHIP
- OUTGOING, FRIENDLY PERSONALITY
- CUSTOMER SERVICE ORIENTED ATTITUDE
- SELF-DIRECTED, HIGHLY MOTIVATED
- TASK ORIENTED
- STRONG WORK ETHIC
- DESIRE TO WORK IN A FAST-PACED ENVIRONMENT
- MEET SALES GOALS
- TERRITORY MANAGEMENT
- NEGOTIATION
- PRODUCT KNOWLEDGE
- MOTIVATION FOR SALES