

Customer Service Sales Associate

Custom Dynamics is currently seeking an experienced Customer Service/Order Entry Representative to join their team.

Candidate must have a strong willingness to learn and understand products. Extensive electrical, product, and application training is provided over the first 30 days of employment with continued training based on new product releases, annual model releases, and changes in technology.

Travel may be required to tradeshows and industry events where you will be responsible for engaging customers and guiding them to a purchase decision. Candidate must be able to travel a minimum of 2 weeks per calendar year and thrive in high paced environments.

Responsibilities:

- Answer incoming calls to inform and guide customers to make correct purchasing decisions based on product fitment and understanding of application.
- Accurately enter transaction information and process customer orders daily.
- Make outbound calls and compose emails to respond to customer inquiries.
- Assist with product packaging or labeling between phone calls.
- Travel to scheduled events throughout the year to engage customers, answer questions, and generate sales.
- Assist travel team with display construction and product arrangement at factory events while following all safety protocol during set up and tear down.
- Provide timely feedback to the company regarding service failures or customer concerns.

Requirements:

- Excellent Data Entry Skills.
- MS Office Skills.
- Able to Stand for Extended Periods of Time While at Trade Shows and Events.
- High School Diploma Required. 4 Year Degree Preferred.
- Valid Drivers License.

This is a full time, permanent position Monday through Friday 8:30am to 5:30pm. Workdays and hours are extended during travel weeks.

Employees are eligible for company benefits package including paid vacation, medical insurance plans with dental and vision options, 401(k) plan, and paid sick time.

Resumes must be submitted via email. Do not call or drop off in person.