

Adhesive Applications in Easthampton, MA, is looking for a Customer Service Representative! This is a great opportunity to join a growing organization that has been working through the pandemic, providing materials required for the fight against COVID-19 as well as continuing to serve customers in the aerospace, electronics, life sciences, medical, building and construction industries.

The responsibilities of this position are very broad and encompass all aspects of communications, customer support, and problem resolution.

### **Essential Functions**

#### **Communications:**

- Review all new customer orders
- Communicate with internal departments and outside sales force on customer orders, quotes, and sample requests

#### **Customer Support:**

- Process and modify orders for customer requested delivery schedules
- Order review and order entry preparation
- Monitoring, expediting and reporting to the customer on production progress
- Engaging in cross-selling and up-selling of company's product line

#### **Relationship Management:**

- Very heavy customer contact to build and maintain strong customer relationships
- Sales support

#### **Problem Solving:**

- Aid with customer complaint process and document preparation
- Manage and resolve a variety of problem issues such as pricing, payment delinquency, delivery requirements

#### **Knowledge, Skills and Abilities:**

- Associate Degree preferred
- Experience in manufacturing or technical environment
- 2-4 years in a customer service or inside sales environment
- Microsoft Office Skills
- Technical/analytical aptitude and capability
- Tape experience preferred
- Second language helpful

**Monday-Friday 8:00a-5:00p**

**Pay commensurate with experience and knowledge.**