

Customer Service Representative

Company Overview:

WE HELP COMPANIES DELIVER PRODUCTS TO THE WORLD

Engage Technologies Corporation is the parent company of Squid Ink, Eastey and AFM, Squid Ink is a manufacturer of coding and marking systems and fluids for product identification and traceability. Eastey is a leading manufacturer of heavy-duty shrink packaging equipment and automated case sealing systems for packaging applications. American Film & Machinery is a leading manufacturer and supplier of heavy-duty shrink sleeve labeling equipment, shrink tunnels, and shrink sleeve consumables.

Job Overview:

This position is responsible for providing customer, end to end, support throughout the order management process for all products and all divisions. It will implement changes necessary to support the Customer. It will serve as the point of contact for Engage Technologies sales representatives and assist with various needs. This position will accomplish all functions associated with the receipt, entering, and editing customers' purchase orders and requests for material returns.

Main Responsibilities:

1. Responsible for end to end customer support:
 - Provide support throughout the order management process as the point of contact for customers and sales handling all functions associated with a customer purchase order.
 - Drive the resolution of product/shipping/service disputes and escalate customer issues when appropriate. Manage the disputes, resolutions, and follow up.
 - Manage, record, and follow up on return material requests and customer concerns according to Engage Technologies policies.
 - Answer product related questions and/or transfer calls to the appropriate department.
2. Responsible for supporting Engage Technologies sales representatives with new product launches, sample requests, and customer dispute resolutions.
 - Manage orders through multiple steps including Credit approvals, special requests, and delivery.
 - Manage standing order requests, processing, changes, communications, and deliveries.
3. Work with the team to maximize revenue by providing superior customer satisfaction. Ensure corporate and departmental objectives are met timely and accurate.
4. Engage in individual and team training opportunities.

Qualifications:

- Prefer a 2 year degree in related field.
- Prefer 1-3 years customer service experience, account management experience, or experience in manufacturing company.

Engage Technologie Corp. offers a competitive compensation pkg., including medical and dental benefits and company matched 401 (k) / Profit sharing.

Please submit resume to lkowalski@engagetechologies.net