

CUSTOMER SERVICE REPRESENTATIVE



Date: 1/12/2018

Location: Elgin, IL USA

Department: Customer Service

Job type: Full-time, Salary

Company Overview

Newhaven Display is a leading global display company that produces electronic display products for a wide variety of markets and applications. Our products include cutting edge LCD, VFD and OLED technologies.

Benefits

At Newhaven Display, you are empowered to create a career that will take you to where you want to go. Here, you'll enjoy the freedom to explore new projects, the support to think outside the box and the advanced tools and technology that foster innovation and achievement. We offer an excellent working environment, salary and benefits package including vacation pay, medical, profit-sharing and advancement opportunities within the company.

About the Job

Newhaven Display is seeking a full-time Customer Service Representative who is career minded and possesses unmatched people skills. This position is for a self-starter willing to contribute as a team player within the sales and customer service sector of the company. The successful candidate will act as a primary contact for inbound/outbound order fulfillment, product inquiries, quotations and work closely with our e-commerce.

Responsibilities

- **Order Placement**
 - Receive and process customer orders
 - Confirm and coordinate shipping instructions
 - Issue invoices and follow up on payments
 - Coordinate inventory requirements
- **Pricing/Quotes**
 - Provide quotations and delivery information
- **Computer/Database**
 - Follow up on customer emails
 - Monitor daily release schedule
- **Inventory**
 - Coordinate and expedite items with appropriate department
- **Support Role**
 - Answer, direct and filter phone calls
 - Provide tracking email invoices and filing

Requirements

- Associate Degree or higher
- Minimum 1 year of related experience
- MUST have excellent follow-up skills
- Ability to communicate clearly and professionally, both verbally and in writing
- Self-starter and results oriented individual is a must
- Detailed and organizational skills, capable of completing tasks with limited supervision
- Ability to work in high energy and fast paced environment
- Experience working directly with customers via phone and email to resolve issues
- Experience with manufacturing, electronics or display technologies is a plus