

Company Information

Cole-Parmer is a leading provider of specialty technical instruments, appliances, equipment and supplies to industrial, bioscience, academic and governmental customers around the world. Our proprietary product lines include fluid-handling systems and instruments, which are important components of scientific research.

Job Description

Job Title:	Customer Service Representative I
Reports To:	Supervisor, Customer Experience
Position Location:	Vernon Hills, IL
FLSA Status:	Non-Exempt

Position Summary:

Customers are at the center of everything we do at Cole-Parmer. Customer Service Representatives are responsible for working through multiple service channels to consistently provide the highest level of customer satisfaction. Our Customer Experience Team responds to customer inquiries related to order status, product pricing, product availability, post order returns, and any other customer requests for assistance related to these functions. They work closely with multiple departments, buyers, and vendors to create price quotations and expedite orders ensuring continued customer loyalty by exceeding customer expectations every day.

Roles / Responsibilities:

- Processes and updates customer orders and/or change orders in a timely and accurate manner meeting departmental productivity metrics.
- Listens to customer concerns, effectively diffuses any dissatisfaction, and quickly identifies the customer's need.
- Investigates customer inquiries by contacting buyers, suppliers, and/or freight carriers to gather information and identify proper course of action with the goal of first call resolution within established turnaround times.
- Enters purchase orders into the system in a timely and accurate manner meeting departmental productivity metrics.
- Assists customers in buying decision, consistently recognizing and offering cross-sell opportunities to customers adding value during the order entry process.
- Provides customer leads to the Sales team when appropriate.
- Responds to post-order customer service requests such as handling customer issues and complaints; returns and communicates anticipated delays and actions being taken to provide a resolution in a timely manner.
- Works closely with customer service management and Sales relaying dissatisfied customer situations. Provides suggestions for corrective action and preventive customer service.
- Attends vendor and customer service representative meetings for continued learning, working to develop skills and comprehension to answer technical inquiries.
- Performs national security requirements as part of daily interaction with customers. Performs end-use screening by asking for end user information. Verifies end use of product along with asking for ultimate destination for orders; asks customers for specific products being purchased or returned.
- Participates in projects and performs other duties and clerical functions as assigned.
- Adherence to schedule, including regular, reliable and punctual attendance at work.
- Performs other duties as assigned.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, protected veteran status, or disability status.



Requirements / Qualifications:

- 0 to 2 years customer service related experience.
- Prior data entry experience strongly preferred.
- High School diploma from an accredited learning institution or equivalent level of work experience. Associates degree strongly preferred.
- Proven ability using the Internet and Microsoft Office: Outlook, Word, Excel, PowerPoint, with ability to learn other software as needed. Experience using an AS400 and/ or other Customer database Management system is a plus.
- Must be customer focused with a strong commitment to providing excellent customer service.
- Must possess strong interpersonal skills with the ability to develop and maintain constructive working relationship with both internal and external customers.
- Must be comfortable working independently as well as in a team environment, where attitude and work ethic matter.
- Must be able to apply sound judgment, analytical and decision-making skills to a variety of customer issues.
- Must be able to work well under pressure, juggle many projects simultaneously, and have an excellent sense of priorities without jeopardizing accuracy, detail, and quality.
- Thrives in a fast-paced, collaborative environment, efficiently works under pressures, within deadlines or other time essential constraints.
- Excellent communication skills, both written and verbal, to clearly and concisely communicate to all levels of the organization.
- Strong work ethic and an ability to excel within a rapidly changing and growing organization.

This position has not been approved for Relocation Assistance.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this job. They are not an exhaustive list of all of the duties and responsibilities associated with it.

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