

CUSTOMER SERVICE REPRESENTATIVE

For over sixty years, Flow Products (www.FlowProd.com) has been a premier distributor, assembler, and fabricator of hydraulic and pneumatic products in the Chicago and Midwestern region. Our products range from fittings, valves, motors, pumps, actuators, instrumentation, and manifolds to custom engineered systems. Located in the North Center section of Chicago, we are close to major routes with easy access to our facility.

We are currently seeking a full time Customer Service Representative at our Chicago headquarters. Flow Products offers an industry leading compensation package including health insurance and retirement plan with company match.

DUTIES AND RESPONSIBILITIES:

- Provide outstanding customer service for our customers by responding in a timely and meaningful manner to any questions or concerns through inbound and outbound telephone, fax, and/or email
- Analyze customer requests and provide information requested, or ascertain whom can best provide the information, and route request to the proper person
- Enter and process sales orders using Epicor Prophet 21 ERP software
- Proactively follow up with customers on outstanding issues and quotations
- Prepare and process product quotations including product research and sourcing
- Prepare and process approved customer returns
- Provide support for outside sales representatives including order entry, quotation development and entry, order expediting, etc.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively to provide high quality, seamless customer service
- Perform miscellaneous job-related duties as assigned

MINIMUM EDUCATION AND EXPERIENCE:

- College degree preferred
- Two years' experience directly related to the duties and responsibilities specified

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong customer focus
- PC proficiency including Outlook and MS-Excel
- Strong communication and interpersonal skills
- Ability to function as a team player
- Ability to analyze and solve problems
- Ability to use independent judgment and to manage and impart confidential information
- Ability to prioritize and coordinate responsibilities with attention to detail
- Knowledge of Prophet 21 software helpful, but not required