

OPEN POSITION: Customer Service Representative

**Position Summary:**

Performs a variety of procedural duties necessary to inaugurate customer orders from production through shipment; maintains accurate records as required; maintains good customer relations through knowledge of the product; fabricating method and pricing structure for standard pulleys.

**Job Duties:**

1. Receives and processes orders from customer requests via phone, mail, fax, and/or email.
2. Calculates prices and weights from predetermined information.
3. Initiates any forms necessary for orders.
4. Logs information necessary to maintain accurate records.
5. Performs tasks such as tracing orders, expediting, change orders, etc. that are necessary to maintain good customer service.
6. Quotes price and delivery of standard pulleys from phone, mail, email and/or fax requests.
7. Handles irate customers in a professional manner.
8. Performs other duties as assigned by Supervisor.
9. Adhere to ISO 9001 Standards
10. Follow company Ethics and Environmental Programs.
11. Follow State and Federal Environmental Compliance Programs.

**Qualifications/Skills Required:**

High school or GED with strong math concentration and mechanical aptitude.

Previous telephone/customer service experience helpful.

Excellent customer service skills (friendly, courteous and helpful).

Excellent communication skills – verbal and written.

Two to four weeks required to learn product line and details of job.

Three months to perform job with minimum of supervision.

Experience on job required to learn procedures and become familiar with product.

Send Resume to hr@vangorp.biz

Or Apply in Person at:

**Van Gorp Corporation**

1410 Washington St.

Pella, IA 50219

A post offer criminal background check, physical and drug screening are required. Van Gorp Corporation is an Equal Opportunity Employer.