

Job #0118 | Senior Customer Service Specialist | Cedar Knolls, NJ

The **Senior Customer Service Specialist** will be responsible for assisting with the day to day customer service duties and activities including Wholesale Order Entry and Home Depot Technical Support.

The Senior CSR will back up the Customer Service Manager when he is out of the office.

Job Responsibilities:

- Obtaining freight quotes for Sales Reps
- High Level Order Entry (trailer drops, scheduling, tracking etc.)
- Monitoring all incoming calls on the Contact Client Center
- Monitoring the Sales Monitor and all Shipping, Future Hold and Back Order Queues
- Providing Technical Support for incoming Home Depot/Glacier Bay Calls
- Updating and maintaining all Home Depot Insurance Claims
- Logging and order processing for the Glacier Bay replacements parts
- Technical knowledge of all Niagara and Glacier Products
- Helping manage office inventory for the Glacier Bay Replacement Parts
- Checking the daily voice mail
- Responsible for outgoing mail and postage
- Other duties as assigned

Qualifications (min. educational and experience qualifications):

- Demonstrated problem solving.
- Fluent in Spanish
- Punctuality and Attention to detail is a MUST
- Minimum 2 years of Customer Service Experience
- General knowledge of Niagara Operations systems: Microsoft Dynamics, Great Plains & Card Control
- Experience with water associations and conservation industry preferred.
- Excellent oral and written communication skills

Key Competencies:

- Customer Service Excellence
- Effective and Efficient Work Practices
- Team Involvement and Participation
- Basic Influencing & Relationship Building
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- Motivating Others
- Problem Solving