

Job0117 | Customer Service Representative | Cedar Knolls, NJ

Niagara Conservation, a privately held, international manufacturing company, who has been in business for over 39 years, is seeking a **Customer Service Representative**. It is the representative's goal to ensure customer satisfaction while maintaining the highest level of integrity and professionalism.

Job Responsibilities:

- Field and troubleshoot customer calls in a prompt and friendly manner.
- Enter orders into system and ensure accurateness and completeness of the order.
- Work with customers on tracking expediting their orders.
- Ensure all Return procedures and processes are followed for accuracy.
- Adhere to all Customer Service Metrics provided by Customer Service Manager.
- Be able to set customer expectations.
- Provide problem solving techniques and solutions to customers as needed.
- Become knowledgeable of all Niagara Products by participating in product training courses.
- Manage customer complaint log.
- Working with all other departments of NCC as needed, while maintaining a pleasant and helpful attitude.
- Adhere to the department's Standard Operation Procedures
- Ensure work areas are kept neat and tidy
- Participate in a cross-training plan between departments company wide.
- Generate reports from Great Plains and other systems as required.
- Perform other duties as assigned by management.

Qualifications (min. educational and experience qualifications):

- B.S Degree, College grads preferred.
- Previous experience in call center environment or customer service experience preferred
- Strong customer service skills
- Strong computer skills (Word, Excel and Outlook)
- Fluent in Spanish a plus

Key Competencies:

- Customer Service Excellence
- Effective and Efficient Work Practices
- Team Involvement and Participation