



Job Description:

Full-time & Part-time inside CUSTOMER SERVICE REPRESENTATIVES. Servicing customers with extensive consumable product line, specializing in environmental maintenance products (air filtration, dust filtration) relative to finishing industries in worldwide market. Full benefits package with incentives. **\$22,000-30,000 Plus Bonuses, Perks.** Benefits include Health, Dental, Vision, matching 401K, Paid-Vacations, Flexible Personal/Sick Days, Health Club Membership, etc. Hours of operation 8:00 a.m. – 5:00 p.m M-F. No long hours or weekend work!

Send Resumes via Fax to:800-336-7706, or via email to tnissen@chemcomfg.com

Correspondence:

Chemco Manufacturing Company, Inc.

515 Huehl Road

Northbrook, IL 60062

Phone:800-323-0431

Fax:800-336-7706

www.chemcomfg.com

Contact by Fax, Email, or Telephone: Teri Nissen

tnissen@chemcomfg.com



JOB DESCRIPTION

JOB TITLE: CUSTOMER SERVICE/SALES SUPPORT REPRESENTATIVE

GOAL: The goal of the individual representative and the department as a whole is to provide the best possible service and support to Chemco's extensive range of customers and sales representatives.

DUTIES:

- a. Service all in-bound calls as a representative in Chemco's 4 person customer-care department.
- b. Process and screen in-bound calls and rotate to appropriate sales representatives & departments
- c. Customer service representatives (CSR) field technical questions about products and services.
- d. Process in-bound (via Phone, Fax, Email, internet) orders and inquiries. Order processing includes answering product and pricing questions.
- e. Process shipment trace requests for customers and sales representatives.
- f. Assist Chemco in qualifying customers, finding out how their manufacturing processes work and what Chemco can do to make them more efficient.
- g. Lead generation and data entry. CSRs are responsible for developing new business leads and checking the lead information within Chemco's database for the sales-force.
- h. Report maintenance and distribution. CSRs are responsible for maintaining daily and monthly customer reports for the sales force. These reports are crucial to Chemco's sales process.
- i. CSR handles most sales support functions. These include any assistance a sales representative needs including: quotation documentation, literature request generation, customer contact, technical assistance, shipment assistance, etc.
- j. CSRs work with Chemco's marketing department to develop inner office requirements, projects, tradeshow, and direct marketing campaigns.
- k. General office duties including supervision of mail department, documentation distribution, faxing, etc.
- l. Have fun.

GENERAL:

Chemco provides a casual customer service atmosphere and encourages personal growth for all employees. Chemco's customer service department has been both a department for employees to grow as well as a training ground for other departments (administration, sales, etc.). Chemco prides itself on its unconditional product guarantee and its intense commitment to customer service. Chemco also prides itself on its commitment to long-lasting relationships with both customers and employees. Customer service representatives work 40 hours per week (7:00 a.m.-4:00 p.m., 7:30 a.m.-4:30 p.m., or 8:00 a.m.-5:00 p.m.)(M-F). No weekend work, no late night work. Paid vacations, full health, dental, vision, matching 401k, bonus incentives. Please fax resumes to T. Nissen @ 800-336-7706
