Customer Service Salesperson

Highland, IL

Job Summary: Responsible or involved in all service aspects of customers' orders, questions, problems, contracts, changes, and quotes to satisfy customers' needs.

Reports to: Customer Service Manager

Essential Duties:

- Ability to utilize a mainframe business system and follow provided procedures, work instructions, and other policies in an efficient and effective manner to satisfy customer requests, fulfill customer contracts, interpret internal or external forecast information, provide direction on payment terms, and maintain necessary documentation for accounting and legal aspects including export documentation.
- Ability to understand Basler Electric company’s products, their applications, manufacturing processes, and applicable safety agency requirements.
- Maintain confidentiality of company’s records and policies as well as customers' records.
- Address incoming inquiries for a defined region and backup inquiries of co-workers when needed.
- Administer commission schedules at order entry.
- Coordinate customer cases related to customer complaints and product returns as well as document those cases in the customer logs and/or business system as defined in provided procedures.
- Negotiate products to be returned or credit issued based on appropriate procedures including Limits of Authority.
- Ensure credit holds for active or perspective orders are controlled and collections are addressed to support cash flow of the company.
- Actively support co-workers, sales reps, and customers to resolve and satisfy requests from the customer.
- Pursue methods of continuous improvement in Basler processes within or outside your realm of responsibility.
- Present professional appearance and demeanor at all times.
- Travel upon request to customer locations, manufacturing plants, out-of-office sales meetings, or seminars.
- Perform all other duties as assigned.

Requirements:

- Associate's degree in business or equivalent experience.
- Minimum 2 years of customer service experience or equivalent experience.
- Analytical capability.
- Ability to work with minimal daily direction.
- Ability to travel a maximum 10% of the time.

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Contact:

Basler Electric welcomes employment applications received directly from interested candidates. We prefer that you submit your resume in Microsoft® Word or Adobe® PDF format.

Basler Electric Company
Human Resources
12570 Route 143
Highland, IL 62249-1074

Tel: +1 618.654.2341, ext. 252
Fax: +1 618.654.2351
Email: employment@basler.com

Benefits:

Basler offers a comprehensive benefits package which offers: Medical, Prescription, Dental, Vision, Life, and AD&D insurance; a 401k plan; paid leaves for Vacation, Holiday, Sick, Jury Duty, Bereavement; tuition reimbursement. All benefits are subject to eligibility requirements.

Compensation:

We anticipate filling the Customer Service Salesperson position with an expected compensation range of $24 - $28 per hour. We are open to reviewing additional candidates with more or less experience and the pay range may differ if filled at a different level. Our pay ranges are determined by job, responsibility, and location. Starting pay and job title are based on location and job-related factors such as candidate experience, training, knowledge, and skills.