

Do you want to enjoy coming to work every day? Do you believe in exceeding customers' expectations? Want to work for a company that has been voted as one of the Best Places to Work in PA six years in a row?

SilcoTek Corporation, located in beautiful central Pennsylvania, is actively searching for a Customer Support Representative to join our Customer Service Team!

Our Customer Support Representative processes customer orders and requests in a manner that creates customer loyalty by creating a positive impression on a consistent basis and providing service above and beyond customer expectations. This position is responsible for being the primary servicer of domestic customer accounts as well as any administrative duties specific to the operation of the customer service department.

**Day to day responsibilities include:**

- Process customer sales order acknowledgements and inquiries according to department guidelines while completing contract review of purchase orders and/or drawings.
- Respond to inquiries and requests from external and internal customers (expediting orders, order status, inventory counts, etc.).
- Field customer questions and complaints, forward to appropriate departments when necessary.
- Enter repeat customer sales orders and quotes.
- Upon request from the Finance Department, assist with customer credit hold issues.
- Maintain customer contact information and service requests into the appropriate database system as requested.
- Update documents according to ISO guidelines.
- Support and back-up Customer Support Representative team members and other customer service functions as needed.
- Understand and perform safe handling of materials and maintain the quality of processes within the scope of job responsibilities.

**The ideal team member will have:**

- Excellent communication, listening, and relationship building skills.
- Be service oriented.
- Strong computer skills with the ability to learn new software.
- High attention to detail.
- Ability to multitask effectively and efficiently.
- One year of customer service experience is required.
- High school diploma or equivalent is required.
- An associate's degree in business or a related field is preferred.
- ERP experience preferred.
- Awareness of export compliance rules and regulations a plus.