

Welch Fluorocarbon, Inc. is currently looking to fill the role of Customer Service Representative to join our Sales Team.

Since 1985, Welch Fluorocarbon has specialized in providing thermoformed and heat-sealed products to a variety of customers. We utilize the best, thin, high-performance films. Welch Fluorocarbon was founded to answer the industry's demand for high-performance plastic products.

Our corporate culture is a true team environment where there is a presence of clear purpose, the strength of real community and the celebration of individual creativity. Every day we prove that "the whole is always greater than the sum of its parts." The foundation of our culture is based on the core ideology of balance. At Welch Fluorocarbon, we believe that balance is achieved when all people involved in a transaction are satisfied with the outcome. As part of our culture and promoting balance for Team Members lives, Welch provides a competitive benefits package.

Company Paid Benefits – No Cost to Team Members

- 100% Paid Health and Dental Insurance Premiums for you and your family
- Partial reimbursement of any deductibles you may incur for each family member per year
- 100% Paid Life, Short and Long-Term Disability Insurance
- 120 hours of Personal Time Off (PTO) pay
- 10 Paid Holidays annually
- Flextime
- Remote options available for this position
- 401K Company match up to 5% after one year of employment
- Education reimbursement, up to \$1,500.00 annually after one year of employment
- BJ's Wholesale Club membership
- Team Member Referral Bonus Program

Additional Voluntary Benefits – Payroll Deductions

- 401K Plan enrollment after 30 days of employment from your start date
- Vision Insurance plans for you and your family
- Aflac Insurance available for additional coverages

Duties/Responsibilities

- Act as the initial point of contact with customers
- Monitor and respond to Sales Leads, Inquires and Customer Requests as assigned.
- Identify and assess customers' needs
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Handle customer returns and complaints; provide appropriate or alternative solutions; follow up to ensure resolution
- Maintain Customer Files on drive and controlled documents.
- Facilitate collaboration with other Company Team Members as required to support customers.
- Identify, categorize & record Customer Requests.
- Respond promptly acknowledging receipt of Customer Requests/Communications.
- Follow Sales procedures & guidelines.
- Other Customer Support duties not expressly listed above or that may be required in the future.
- Suggest and if authorized, make improvements on any related systems or process.
- Establish and maintain written procedures for all assigned tasks
- Monitor and answer the Sales Phone Line

Qualifications Requirements

- Minimum of 3 yrs. experience with proven customer support or experience as a Customer Service Representative.
- Familiarity to work and / or willingness to adopt new technologies
- Ability to transition easily from one activity to another
- Ability to multi-task and manage concurrent projects
- Excellent organization skills and attention to details
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices (Salesforce a plus)
- Customer orientation and ability to adapt/respond to different requests
- Excellent written, communication and presentation skills

Physical Requirements:

- Must be able to remain in a sitting position at least 50% of the time
- Must be able to ascend and descend stairs
- Use of hands/fingers to handle or feel to operate office equipment
- This position consistently communicates with their team as well exchanging information with all other teams via email, speaking and hearing

Must be able to verify eligibility to work in the Unites States and pass a Background Check.

