

Customer Service Representative

Intellitec Products, LLC is the leader in the development, manufacturing, and sales of electronic and electro-mechanical controls for the RV, emergency service, marine, bus and truck markets. Based in Deland, FL, Intellitec is poised for explosive growth based on our new product developments and over 40 years of experience in these industries. To support our growth, we are seeking a customer service rep with a strong work ethic, interpersonal skills, and computer competencies. This is a full-time position.

Intellitec offers a competitive rate and benefits package. Eligibility is on the first of the month following 60 days of employment. We offer a generous contribution on medical benefits for the employee and a host of voluntary benefits that include dental, vision, life, short-term and long-term disability, etc. We offer 10 days of PTO time that begins accruing after 60 days of employment. There are 10 paid holidays. Our normal business hours are 7:30 am – 4:00pm, Monday through Friday. Company's website: www.intellitec.com.

Due to Covid-19 concerns we are only accepting resumes via email. Applications are available online at www.intellitec.com. Please do not come to our office to apply. Recruiters are asked not to contact us at this time.

Customer Service Representative Job Responsibilities:

- Service customers by providing product and service information and resolving product and service problems.
- Answer and respond to incoming phone calls and emails.
- Order entry, verification of pricing and lead times.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.
- Works closely with sales, finance, purchasing and manufacturing to meet customer requirements and provide backup when necessary.

Customer Service Representative Qualifications / Skills:

- Customer service
- Strong computer skills in Microsoft Office (ERP experience a plus)
- Attention to Detail
- Ability to wear multiple hats and work in a fast-paced team environment
- Proactive Quality focus Problem solving
- Documentation skills

- Phone skills
- Listening
- Resolving conflict
- Analyzing information
- Multi-tasking

Education and Experience:

- High school diploma or equivalent
- Minimum of two years of applicable experience
- Familiarity with office software and phone systems a plus
- Previous experience in a manufacturing environment preferred