



9049 Tyler Blvd.
Mentor, Ohio 44060
Ph. (440) 974-8888
www.buyersproducts.com

Customer Service Representative I

Buyers Products Company, a leading manufacturer in the work truck industry, is searching for a Customer Service Representative to complement the skills and talents of our Customer Service Team. The Customer Service Representative is responsible for providing world class customer service support to our customers.

Primary Job Duties:

- Identify and assess customers' needs to achieve satisfaction.
- Manage large number of incoming calls and customer service inquiries and complete timely follow up work as needed.
- Address customer complaints to provide appropriate solutions and escalate to the customer service supervisor when needed.
- Go the extra mile to exceed customer expectations.
- Respond to email correspondence from internal and external customers in a professional and timely manner.
- Must be able to
 - Answer 12-15+ calls per hour or
 - Respond to 10 to 12+ customer care emails per hour or
 - Enter 10-12+ orders per hour or
 - Scan 24-28+ orders per hour
 - Consideration will be given if responsible for additional activities such as Mud Flap's or LOQ's.
- Assist as needed with other customer service workflows.

Skills/ Experience:

- 1 year of customer call center experience required.
- Strong verbal communication and active listening skills.
- Excellent written communication skills.
- Ability to multi-task, set priorities and manage time effectively.
- Customer service focus and ability to adapt/respond to different types of personalities
- Accurate data entry skills.
- Strong attention to detail.
- Must be a team player.
- Strong problem-solving skills.
- Proficient in Microsoft Office suite.

Education Background:

- High School Diploma required



9049 Tyler Blvd.
Mentor, Ohio 44060
Ph. (440) 974-8888
www.buyersproducts.com

Physical Requirements and Work Environment:

- Mobility and dexterity to move around office settings including accessing file cabinets or storage and navigating to different workstations.
- Must be able to remain stationary for extended periods of time and engage in some repetitive motion.
- Standing, walking and sitting for extended periods of time.

About Buyers Products Company

Established in 1946, Buyers Products Company has grown to become a leading manufacturer in the work truck industry. Buyers Products specializes in durable truck boxes, heavy duty towing equipment, hydraulics, controls, and all-season trailer accessories. The Buyers line of snow and ice equipment includes SnowDogg® snowplows, SaltDogg® spreaders, and ScoopDogg snow pushers. For more information, or to apply to this position, please visit www.buyersproducts.com.