



## **Customer Service Specialist**

### **About Marketing East**

Marketing East became the first authorized distributor for Parker Chomerics in 1975 and has since become their primary stocking distributor for electrically and thermally conductive compounds. We are located in Middleton, MA about 30 minutes from the main manufacturing plant. Our mission at Marketing East is to exceed customer expectations on all levels. We do this by providing excellent customer service through flexibility, product availability, product knowledge, communication, and responsiveness. We value our employees and strive to provide a great working environment that drives success for all.

### **Position Summary:**

Customer service is at the core of everything we do at Marketing East. This position works as part of a team that serves as the primary point of contact to our customer base. Accuracy and speed in communication to customers, teammates, and other functional departments is a key aspect of this role. This role will also provide support for Marketing East growth efforts.

### **Responsibilities:**

- Receive and process requests for quotes, orders, returns, cancellations, product information and availability, billing inquiries, and corrections.
- Provide consultative support for customer requests, utilizing basic product knowledge to help customers order the correct products and amounts.
- Monitor and manage customer communications via phone and e-mail, providing back up support for team members as required.
- Advocate for customers with internal and external teams to drive fast resolution to customer issues.
- Participate in technical/design reviews with customers, providing administrative support including sample ordering and follow up on testing efforts.
- Independently build product knowledge by reviewing product descriptions and participating in educational opportunities.
- Develop and maintain follow-up process to manage leads developed at Trade Shows and other Industry events
- May join Marketing East team at Trade Shows and other Industry events



### **Candidate Profile / Qualifications:**

- Previous front-line customer service and sales experience
- Ability to effectively communicate and follow-up with customers, vendors, team members, and management
- Eagerness and ability to learn
- Ability to work independently and proactively in a dynamic environment
- Flexible team player that is able to take on a variety of tasks as needed in a small business setting
- Technical or engineering background preferred
- Must be a US Citizen or have a U.S. Permanent Resident Status

### **Other Details**

- Salary depends on experience
- Benefits
  - 401k program with company contribution
  - Flexible time off
  - Lunch provided daily
  - Monthly car detailing
  - Health club benefits
  - Dental insurance
- Please note medical insurance is not available through Marketing East