

# Customer Service Representative

1 Gordon Mills Way, St Johnsbury, VT 05819, USA

Full-time, on-site: Overtime, weekends and holidays as needed

Starting Rate: \$25.50

Applicants must be legally authorized to work in the United States at the time of employment

## Join our team where we accomplish great things TOGETHER.

### Allow us to introduce ourselves...

We are a globally active family company whose sustainable and responsible actions contribute to improved living standards. We are an attractive employer with a value-oriented corporate culture based on trust, appreciation and continuous improvement.

**Weidmann Electrical Technology** has been at the heart of the global transformer industry for over 140 years. With deep rooted knowledge in the design, development and operation of transformers, Weidmann is a leading integrated solutions provider for specialized product and services in the energy sector.

### The role...

A Customer Service Representative serves customers to their best ability to ensure top customer satisfaction. A Customer Service Representative, or CSR, will act as a liaison, by providing helpful information, answering questions and responding to customer complaints. This position ensures that customers are satisfied with products and services.

### How you'll make an impact...

- Maintain a positive, empathetic, and professional attitude while building sustainable relationships and trust through open communication with customers.
- Attend to customer requirements, including programs, emergencies, order status, modifications, and engineering changes, while processing orders in SAP and sourcing products as needed.
- Prepare quotations, enter orders, and coordinate product shipments in compliance with territory/country requirements.
- Address and record customer complaints, involving relevant personnel and advising account managers of significant occurrences.
- Utilize problem-solving methods to prevent non-conformities related to products, services, and quality/safety systems.
- Maintain customer profiles, records of interactions, and ensure tasks align with business and customer requirements.

### What do you bring...

- High school diploma or equivalent, with 2 years of experience in sales or customer service.
- Fluent in English with strong oral and written communication skills.
- Proficient in Microsoft Word, Excel, and ERP systems (SAP experience is a plus).
- Strong interpersonal, listening, negotiation, problem-solving, and time management abilities.
- Knowledge of import/export requirements relevant to specific territories.
- Capable of mental arithmetic, reading technical inquiries, and communicating effectively with coworkers, management, and customers.

### What do we offer?

- Medical insurance with an accompanying health savings account, vision and dental insurance, PTO starting your FIRST day

- 401k plan with company match, Company paid basic life and AD&D insurance, STD and LTD
- Employee assistance program
- Employee referral program
- Additional company programs include: Wellness, clothing allowance, computer loan, and tuition reimbursement