



**ADVANCED
TECHNOLOGY
PRODUCTS**

Manufacturers of
Thermoplastic Tubing and Spiral Recoil Hoses

Job Title: Customer Service Representative - Advanced Technology Products

Reports to: Customer Service Manager

Location: Milford Center, Ohio (Remote/Hybrid)

Advanced Technology Products is a leading manufacturer and distributor of plastic tubing, hose and fittings for the industrial market. We are committed to fostering a culture of innovation, excellence, and collaboration to drive the success of our business. We are seeking a talented and experienced Customer Service Representative to join our team and achieve their full potential.

Job Description:

We are seeking a motivated and enthusiastic Customer Service Representative to join our dynamic team. The ideal candidate will be dedicated to providing exceptional support and ensuring customer satisfaction. As a Customer Service Representative, you will be the primary point of contact for our customers, addressing their needs, resolving issues, and ensuring a positive experience with our company.

Key Responsibilities:

- **Customer Support:** Handle inbound and outbound customer inquiries via phone, email, and chat in a professional and courteous manner.
- **Issue Resolution:** Address and resolve customer complaints, concerns, and issues promptly and effectively, ensuring customer satisfaction.
- **Product Knowledge:** Maintain a comprehensive understanding of our products and services to provide accurate information and support to customers.
- **Record Keeping:** Document customer interactions and transactions in our CRM system, including details of inquiries, complaints, and actions taken.
- **Feedback Collection:** Gather and relay customer feedback and suggestions to help improve our products, services, and customer experience.
- **Collaboration:** Work closely with other departments, such as sales and technical support, to resolve customer issues and ensure a seamless experience.
- **Training and Development:** Stay updated with the latest product developments, company policies, and industry trends to enhance service delivery.

Qualifications:

- **Education:** High school diploma or equivalent; associate's or bachelor's degree preferred.
- **Experience:** Previous experience in a customer service role or related field is a plus.
- **Skills:**
 - Excellent verbal and written communication skills.
 - Strong problem-solving abilities and attention to detail.
 - Proficiency with CRM systems and Microsoft Office Suite.
 - Ability to handle stressful situations with composure and professionalism.
- **Attributes:**
 - Empathetic and patient with a genuine desire to help customers.
 - Highly organized and able to manage multiple tasks simultaneously.
 - Team player with a positive attitude and strong work ethic.

Join our team and play a key role in shaping the success of our organization by supporting our customers. We offer competitive compensation, comprehensive benefits, and opportunities for professional development and advancement. If you are passionate about the customer experience and have the knowledge and skills to help make a difference, we want to hear from you!