

WE'RE HIRING



Customer Service Representative

Responsibilities include, but not limited to:

- » Answers incoming customer calls regarding billing issues, product problems, service questions and general concerns
- » Responsible for maintaining a high level of professionalism with customers and working to establish a positive rapport
- » Update customer information in the customer service database and input orders into the system
- » Work with the management team to stay updated on product knowledge, pricing and to stay informed of any company policy changes
- » Impact the company's bottom line by problem solving and turning frustrated customers into repeating customers
- » Excellent verbal and written communication skills
- » Ability to remain professional and courteous with customers at all times: in person, on the phone and via email

Location & Hours:

- » 211 Carter Drive, Suite B, West Chester, PA 19382
(We are located in the Matlack Industrial Center right across from West Chester University)
- » Monday through Friday, 7:00 am to 4:00 pm

Requirements:

- » Must be 18 years old age or older
- » Fastener knowledge and hydraulic hose experience is a plus
- » High school diploma/GED required (Associate Degree in a business related field preferred)
- » Must be available to work Monday through Friday 7am-4pm
- » Have a reliable form of transportation with valid license and insurance.

Benefits:

- » Health & Vision insurance
- » Holiday pay, vacation time and personal time off.
- » Professional development assistance
- » 401K

Commercial Schedule:

- » Monday through Friday
- » Day shift
- » Overtime available

Additional Compensation:

- » Bonuses
- » Store discounts

This job is:

- » A job for which military experienced candidates are encouraged to apply
- » A "Fair Chance" job (you or the employer follow Fair Chance hiring practices when performing background checks)
- » A job for which all ages, including older job seekers, are encouraged to apply

Resumes should be submitted to info@kellyindustrial.com



211 Carter Drive, Suite B, West Chester, PA 19382 | 610-429-8266 | www.kellyindustrial.com