

Job Description**Customer Service Representative I****Department:** Customer Service**Reports To:** Customer Service Manager**Direct Reports:** None**About Imtra:**

Imtra is an importer and manufacturer of high-quality marine products. Since 1952, we have provided quality solutions and products that meet the needs of our customers in commercial, industrial, and leisure marine energy and transportation settings.

Our employees are passionate about our culture, customers, and the future of Imtra. We pride ourselves on being 100% employee-owned, operating with integrity, and building long-lasting relationships with our customers and supply partners.

Each employee benefits from the ownership through earning company stock, year-end bonuses, and a voluntary 401(k) plan with a robust match. Imtra takes pride in offering employees and their families a diverse range of health and wellness programs.

Imtra's people-focused culture enables us to provide comprehensive employee experience that allows each employee to achieve their full potential and thrive personally and professionally while enjoying their work.

Position Summary

The Customer Service Representative I is responsible for delivering a high-quality customer experience by assisting customers with orders, inquiries, and product support via phone and email. This role plays a key part in building strong relationships with both trade and retail customers, ensuring their needs are met accurately and efficiently while representing IMTRA's values and commitment to excellence.

Key Responsibilities

- Assist customers with orders, returns, applications, troubleshooting, and general sales inquiries via telephone and email with minimal supervision
- Establish, maintain, and manage trade and retail customer accounts
- Maintain strong knowledge of the company's products, services, policies, and procedures
- Use a consultative sales approach to recommend products that best meet customer needs
- Provide after-sale guidance and technical support to consumers and trade customers
- Partner with internal teams and departments to gather accurate information and respond to customer needs in a timely manner
- Serve as a champion of IMTRA's culture, values, and goals in all internal and external interactions
- Monitor customer feedback to identify trends and make suggestions for product and service improvements
- Accurately document all customer interactions in the CRM system

Key Performance Indicators (KPIs)

- High customer satisfaction and positive feedback
- Prompt and effective resolution of customer concerns and complaints
- Strong cross-team communication and collaboration
- Accurate and complete documentation in the CRM system
- Consistent follow-through on inquiries and commitments

Qualifications & Experience

- Minimum of 2 years' experience in a customer service role
- Excellent communication skills, including listening, speaking, writing, and typing
- Experience in the marine industry and/or personal boating experience preferred
- Demonstrated ability to manage conflict and resolve issues successfully
- Proficiency with Microsoft Office and/or Office 365 applications
- Strong organizational skills and attention to detail

Core Competencies

- Customer-focused mindset
- Problem-solving skills
- Professional communication
- Time management and organization
- Team collaboration
- Adaptability and willingness to learn

Compensation and Benefits Overview

Pay Range

The pay range for this position is \$34,000 – \$71,000 annually, depending on skills, experience, qualifications, and geographic location. In addition to base pay, employees may be eligible for performance-based bonuses and/or other forms of variable compensation, depending on the position. Exact compensation will be determined based on individual experience, internal equity, and local market conditions.

Comprehensive Benefits

At IMTRA, we believe in taking care of our employees and their families. As an employee-owned company, we offer a competitive benefits package that supports your financial, professional, and personal well-being:

- Competitive Salary – Fair, market-based pay aligned with your skills and experience
- Annual Bonus Program – Rewarding individual and company performance

- Employee Stock Ownership Plan (ESOP) – Share directly in the company’s long-term success
- Health, Dental & Vision Insurance – Comprehensive coverage with significant company contributions to keep premiums affordable
- 401(k) Retirement Plan – Generous company match to help you build long-term financial security
- Company-Funded Insurance – Life, AD&D, Short-Term Disability, and Long-Term Disability at no cost to you
- Paid Time Off (PTO) & Company Holidays
- Other Key Benefits – wellness programs, tuition reimbursement

We are committed to providing fair and competitive compensation along with benefits that help you and your family thrive.

IMTRA values a diverse workforce. We are committed to a culture of equality and inclusivity that fosters dialog, innovation, compassion, respect, and collaboration. All qualified applicants will receive consideration for employment regardless of race, ethnicity, age, religion, national origin, sex, sexual orientation, gender identity, veteran status, disability status, neurodiversity, or any other protected characteristic outlined by federal, state, or local laws.

To Apply, please submit your resume to resume@imtra.com