

The Trusted Source for Quality Systems

CUSTOMER SERVICE REPRESENTATIVE

Imtra Corporation is a leading importer and manufacturer of high-quality equipment for the Recreational and Commercial Marine, Energy and Transportation markets. We are actively looking to expand our support team that caters to our growing business in these sectors.

We are expanding our customer service and order administration team to accommodate recent company growth. We have an immediate opening for a **customer service representative** located at our headquarters in **New Bedford, MA**. A hybrid work program may be available once in-person training has been successfully completed.

Imtra's customer service department consists of several positions that work closely together as a team. The customer service representative is an individual role responsible for supporting customers directly, with a focus on inside sales, customer advocacy and technical support activities.

Responsibilities

- The successful candidate will be part of a team that assists customers with orders, returns, applications, troubleshooting and general questions about our products via telephone and email.
- Day to day customer account management.
- Quoting new systems and helping existing customers choose products to solve their needs.
- Provide after-sale technical support to consumers and trade customers alike.
- Maintain the highest level of customer satisfaction and customer relations.
- This position requires cooperation with other individuals and departments such as obtaining up-to-date information from product managers and coordinating with product management and sales team to share customer needs, ensuring a smooth flow of information back to the customer.

Expected Skills

- Excellent communication skills (active listening, writing, typing, speaking and telephone).
- Dedication to excellent customer service.
- Experience with marine industry and/or boating on at least a personal level.
- Strong and consistent organizational skills and able to manage multiple projects in parallel.
- Exhibit the ability to work with all departments in the company.

- Proven ability to manage conflict and resolve issues with a successful outcome.
- Able to handle calls and other communication responsively, tactfully and diplomatically.
- Patient and level-headed (even under stress) with a positive outlook and friendly demeanor.
- Must possess strong attention to detail and excellent time management.
- General computer literacy. Proficiency with Microsoft Office and/or Office365 applications is required. Familiarity with Hubspot and Dialpad is a desired trait.
- A successful candidate will put their team members and customers first and go beyond what is expected to achieve high satisfaction from customers and co-workers alike.

Additional Desired Skills

- Ability to communicate in Spanish would be highly desirable.

Our company is a significant operator in various markets with an excellent reputation for quality products, outstanding sales support and unmatched customer service. We have a strong company culture where “fit” is critical in all hires. We look for self-starters with strong work ethic, a positive attitude and the understanding of how to have fun while working hard. Integrity, honesty and an inherent sense of accountability are expected traits. We are an inclusive and respectful work environment and we seek team members from all backgrounds, genders, races and other demographics.

Compensation & Benefits

- Competitive Salary
- Annual Bonus
- Employee Stock Ownership Plan
- Health and Dental insurance with significant company contribution
- 401k retirement plan with generous company match
- Company funded Life, AD&D, Short-Term and Long-Term Disability
- Vacation policy

About IMTRA

Imtra Corporation is an importer and manufacturer of high-quality marine products, advanced LED solutions and integrated marine systems and is a key supplier to OEMs and the aftermarket. With 70 years in the commercial and industrial marine markets, IMTRA has sales and support teams throughout North America. Product categories include Lighting, Thrusters, Stabilizers, Dynamic Trim Control Systems, Anchoring Systems, Wipers, Seating, Controls and other specialty products. In addition to our own proprietary products, IMTRA represents well-known international brands that include Sleipner (Side-Power), NorSap, Vimar, Lumishore, Lofrans, Muir, Exalto, Zipwake, Roca, Lilaas and more.

www.imtra.com/about-imtra

Application Process: Please send resume to (no phone calls or drop-ins) resume@imtra.com