

The Trusted Source for Quality Systems

CUSTOMER SERVICE SUPPORT SPECIALIST

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 support specialist** located in the area of our headquarters in **New Bedford, MA**. It may begin as a partial in-person (for training) and partially remote job during the pandemic. Eventually, we envision this being primarily an in-the-office job.

Imtra's customer service department consists of several positions that work closely together as a team. The customer service support specialist is an individual role responsible for supporting customers directly, and to support our customer service representatives and the order administration team.

Responsibilities

- Answering, screening, and directing phone calls in an upbeat pleasant manner using a cloud-based phone system.
- Data Entry for multiple departments throughout the company.
- New account set ups: Enter and code new customers into the CEP, setting all parameters of customer type, pricing levels, salesman, address, tax certificates and email information.
- CEP Access: Grant access to our CEP online customer portal per customer or sales staff request.
- Email distribution and follow up from several different email addresses.
- Email correspondence with customers regarding accuracy of account information, account set up and pricing requests.
- Consistent support of our inside sales team with product and customer support.

Expected Skills

- Excellent communication skills (active listening, writing, speaking and telephone).
- Dedication to excellent customer service.
- Strong and consistent organizational skills and able to manage multiple projects in parallel.
- Exhibit the ability to work with all departments in the company.
- Ability to manage conflict and resolve issues with a successful outcome.

- Handle calls and other communication associated with our business responsively, tactfully, and diplomatically.
- Energetic, positive personal outlook.
- Team player, willingness to work on varying projects.
- Must possess strong attention to detail.
- Comfort and familiarity with Microsoft Office and/or Office365 applications.
- Ability to work independently.

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 ethics, 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 Annual Salary
- Bonus
- Health Care and Dental with generous company contribution
- 401k Retirement Plan with company match
- Life 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 nearly 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, Den Haan and more. www.imtra.com/about-imtra

Application Process

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