

Customer Service Representative

Are you passionate about delivering exceptional customer experiences? CTC is seeking a dedicated Customer Service Representative to join our team. As the first point of contact for our valued customers, you will play a pivotal role in providing timely and effective support, resolving inquiries, and ensuring customer satisfaction. If you possess strong communication skills, empathy, and a commitment to delivering outstanding service, we invite you to apply and become an integral part of our customer-centric organization.

About the Company

Connection Technology Center (CTC) is the global leader in the design & manufacture of cutting-edge vibration analysis hardware for machine condition monitoring. As a family-owned & operated business for 30 years, we are proud to play a crucial role in preventing operational disruptions, financial losses, and safety concerns for heavy industry. From small scale manufacturing to Fortune 500 companies in Paper & Pulp, Auto & Steel, Food & Beverage, Pharmaceutical, Mining and many more, our mission is to create products that help ensure seamless operational uptime and contribute to a safer, more efficient manufacturing future.

Main Responsibilities

Customer Support:

- Respond promptly to customer inquiries via phone, email, and live chat.
- Provide accurate information about products, pricing, availability, and order status.
- Assist customers in troubleshooting by transferring to correct tech support for product-related issues.

Order Processing:

- Process and track customer orders, ensuring accuracy and timely delivery.
- Collaborate with logistics and fulfillment teams to address order fulfillment and shipping inquiries.

Issue Resolution:

- Investigate and resolve customer complaints and issues in a timely and effective manner.
- Work closely with other departments to escalate and resolve complex problems.

Documentation:

- Maintain accurate and detailed records of customer interactions and transactions.

Cross-Functional Collaboration:

- Collaborate with sales, marketing, and technical support teams to address customer needs comprehensively.
- Communicate effectively with internal teams to resolve customer issues and improve overall customer satisfaction.

Innovation and Improvement:

- Propose and implement improvements to existing systems and processes.
- Contribute to the development of customer service policies and procedures.

Requirements

- High school diploma or equivalent required; associate or bachelor's degree is a plus.
- Proven experience in customer service or a related field.

Knowledge, Skills, and Abilities

- Excellent communication skills, both verbal and written.
- Strong problem-solving abilities and attention to detail.
- Familiarity with electronic products and technology is advantageous.
- Ability to handle stressful situations and maintain professionalism.
- Proficient in using customer service software and Microsoft Office Suite.

Work Location

This in-person position will work out of the Victor, NY facility.

Hourly Rate to Start:

\$25 per hour

Benefits

- Health Insurance
- Dental Insurance
- Vacation Time
- Sick Leave
- Personal Day after one year of employment
- 401K plan with Employer Match
- Summer golf membership to Bristol Harbour Private Golf Course

How to Apply

Please apply here: <https://www.ctconline.com/opportunities/employment/>

Connection Technology Center (CTC) is an equal-opportunity employer. NYS law prohibits discrimination because of age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, marital status, domestic violence victim status, carrier status, gender identity, prior conviction records, prior arrests, youthful offender adjudications or sealed records unless based upon bona fide occupational qualification or other exception, or any other protected characteristic as outlined by federal, state, or local laws.

Employee Acknowledgement:

I have received full instruction on the scope and nature of this job description and fully understand my position responsibilities and accept this responsibility and full authority as prescribed.

Employee Print Name

Employee Signature

Date

Approved by: _____

Title: _____

Issue Date: January 2024

Form 6.2.3 Rev (C)