United Laboratories
Job Description

Position – Customer Support Specialist
Type – Full Time

Reports to – Manager/Supervisor
Department – Customer Service

Position Description: A successful CSS will display a "customer first" attitude and will ensure delivery of a positive customer experience with a "one call" approach. In addition to having regular telephone and on-line contact with Company customers, the Customer Support Specialist supports all departments within the company to ensure exceptional front-line service to our customers.

Areas of Responsibility include:

- Act as a first point of contact for a customer or Company field sales representative.
- Contribute to United's growth with inbound/outbound sales generation.
- Answer customer/company field sales representative questions via phone or e-mail regarding product features, prices, services and terms of delivery.
- Provide product and freight quotes by telephone and on-line to customers and Company field sales representatives.
- Track product shipments and provide updates.
- Receive credit card payments by telephone from customers.
- Supply invoices to customer or Company field sales representatives upon request.
- Process return merchandise by providing call tags.
- Generate return reports to warehouse.
- Process credits to customers.
- Provide customer information or history to Company field sales representatives.
- Provide back up for order entry.
- Provide back up for United receptionist and telephone switch board when needed.
- Distribute purchase orders from customer portals.

Job Requirements:

- 3-5 years of customer service or telephone sales support experience.
- Ideal candidate will possess excellent English language written and verbal communication skills. Additional language capacity a plus.
- Basic computer operating ability and knowledge of Word and Excel.
- Ability to multi-task in a fast pace environment.
- Possess superb organizational skills.
- Be able to keep good, accurate records.
- Positive and effective collaboration with all departments within the company.
- Ensure all customer telephone calls and on-line inquiries are handled in a consistent, timely, friendly and professional manner.
- Be committed and able to meet deadlines.
- Exhibit excellent problem-solving skills.
- Must be a team player and engage well with others.

Physical Demands: The position will work in an interior office or carrel in a building that includes a separated chemical packaging and distribution facility with normal noise, lighting and odors for that environment. Must be able to sit for long periods of time and able to speak on and listen to telephones efficiently. Standing and walking around immediate area to retrieve files or generate paperwork is necessary.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.

United Laboratories allows ESDS to provide us with priority referrals of protected veterans.

United Laboratories, Inc. is a VEVRAA Federal Contractor.