



## **Customer Service Lead**

This position is responsible for establishing and maintaining dependable relationships with new and current customers.

### **Essential Duties Include:**

- Answer incoming calls and process customer orders upon receipt; advise customer of any issues concerning the order (i.e. verifying shipping methods and availability of product)
- Provide quotes for new and or established customers
- Be the lead person on customer service issues and be able to identify the resources to quickly and efficiently resolve issues
- Invoicing/Billing: Process and handle inquiries from customers
- Inventory tracking
- Train other customer service representatives in molding and extrusion and provide direction
- Meet with customers and attend trade shows
- Perform related duties as assigned and assist other department personnel when appropriate
- Assist with writing, maintaining and training on departmental procedures
- Update pricing for new items and quarterly price changes

### **Required Skill Set and Qualifications:**

- HS diploma or equivalent; advanced degrees preferred
- Customer Service experience preferred
- Must have experience with and be proficient in MS Office Suite including Excel, Word, Outlook and order entry system computer programs
- Must have strong verbal and written communication skills
- Professional demeanor, excellent interpersonal skills and flexibility are required
- Must be highly organized, detail oriented and able to prioritize tasks under pressure

Double H offers competitive pay and benefits!

Send in your resume by mail, email or fax:

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