

Join Celltreat as our **Customer Service Representative** where you will be accountable for managing and exercising discretion and independent judgment on significant matters for assigned accounts. This includes total oversight of orders in assigned territories, managing customer inquiries, and processing orders and returns to deliver world-class customer service.

Essential Responsibilities

- Respond to customer inquiries via phone or email providing accurate and timely information.
- Accurately enter customer orders into the system, ensuring all information is correct (including billing, shipping, and product details).
- Process orders in a timely manner verifying product availability and offering alternatives.
- Address any discrepancies, returns, or exchanges in accordance with Company policies.
- Work closely with the sales, shipping, and inventory teams to ensure a smooth order process.
- Provide feedback to management regarding customer trends, common issues, or process improvements.
- Additional responsibilities as assigned.

Education and Experience

- Bachelor's degree preferred or equivalent experience.
- 2+ years prior Customer Service and Order Management experience.
- Experience with EDI preferred.

Required Skills

- Strong interpersonal and communication skills.
- Organizational skills with strong attention to detail.
- Ability to multitask and work efficiently in a fast-paced environment.
- Effective order management aptitude and problem-solving skills.
- Proficient in Microsoft Office Suite.

Compensation

- \$22.00 - \$24.00/hour with overtime potential
- Company-wide Quarterly bonus, subject to Company performance, responsibilities, and tenure
- Comprehensive benefits program, including medical, dental, Company-provided life and disability plans, PTO, holidays, and matching 401(k) plan.

Work Schedule

- Monday through Friday, 8:30am - 5:00pm in office (flexible hours available).

To Apply: Submit resume and letter of interest to Dixie Lockwood (dixiel@celltreat.com)