**

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**Peer Chain Company**

**Job Description**

**Title:** Customer Success Ambassador

**Reports to (Title): Customer Success Manager**

**Department: Customer Success**

**Hours: Monday-Friday 8:30AM-5PM**

**Company: Peer Chain**

 **ABOUT US:**

Since 1969, the PEER Chain family has been a strong and reliable source of industrial chain. We are a family business connected by links forged over years of excellent service, quality and expertise. Our family is passionately committed to providing product genius and over-the-top service designed to keep our customers’ businesses running. We pledge to provide unsurpassed support while delivering high quality chain.

PEER Chain considers all employees, representatives and customers part of the family. We take pride in a family-centric atmosphere. We maintain a professional, yet fun work environment by having an open-door policy, allowing visits from both human and canine friends, and by encouraging associates to take time outs during the day for things like foosball, Ping-Pong, pool or walks around the property.

# JOB SUMMARY

# Perform Customer Service functions for the customers in chain sales areas.

# ESSENTIAL DUTIES AND RESPONSIBILITIES:

* Perform all aspects of sales support to RSM, Customers, and Outside Reps etc.
* Follow up on quotes.
* Respond to all inquiries from customers (internal and external) in a timely and professional manner.
* Process orders and quotes, respond to customer complaints, generate return goods paperwork, provide shipping information and trace shipments as needed.
* Analyze stock situations for customers and troubleshoot any potential issues.
* Work with the Inventory Control department to determine ship dates for large or special orders.
* Generate written correspondence to customers and coworkers as needed
* Act as the liaison between the customer and all departments within the company.
* Maintain all customer “special instructions” regarding shipping and inventory.

#  KNOWLEDGE, EXPERIENCE, APTITUDE

* Focus on service.
* Building relationships both internally and with the customer base.
* Diffuse negative situations quickly and professionally.
* Adaptability.
* Ability to communicate effectively to a variety of audiences.
* Able to multi-task.
* Proactive and positive mindset.

**Title:** **Customer Success Ambassador**

# TOOLS & EQUIPMENT

* Epicor M2K
* Clientele
* Microsoft Office: Outlook, Word and Excel.

# INTERACTION

* Customers/Potential Customers
* Sales Support
* Product Managers
* Regional Sales Managers
* Outside Sales Representatives
* Inventory Control
* Warehousing and Shipping
* Accounting
* All levels of management including owners

# WORK CONTEXT

* Works at a desk in a cubicle environment
* Team Environment
* Full time and hourly
* 8:30 am -5:00 pm Monday through Friday (hours may vary)

# REQUIREMENTS

* Two (2) years prior customer service experience
* Some college preferred
* Must have excellent written and oral communication skills
* Ability to type quickly and accurately
* Bilingual, Spanish preferred