



The Expert in Lubrication Solutions **APPLY NOW!**

The name perma stands for innovative and creative solutions in lubrication technology. Single- and multi-point lubrication systems from perma can be found in all types of industries and applications anywhere in the world. The extensive investment in our employees drives our success. More than 40 years of experience and the constant implementation of new ideas and innovations result in exceptional solutions that meet the highest technical requirements.

WE ARE LOOKING FOR:



Customer Service Representative - perma USA Headquarters, Charlotte, NC



The Customer Service Representative is responsible to help perma USA customers with their orders. This includes basic information about products and services, as well as questions and complaints. This role works promptly to satisfy customer needs by communicating with customers through various channels. Customer Service Representatives process orders and requests while maintaining a positive, empathetic, and professional attitude toward customers at all times. They actively listen to customers and develop creative solutions in case of issues or complaints. At perma USA, the Customer Service Representative maintains customer records by updating account information and maintains financial accounts by processing customer adjustments.



START TIME: NOW
LOCATION: Charlotte, North Carolina
ROLE TIME ALLOCATION: Full Time Equivalent (FTE)

WHO WE LOOK FOR:

- Strong administrative & organizational skills, including very good attention to detail
- Minimum 1 year experience with ERP software; Microsoft Dynamics SL or equivalent preferred
- Minimum 1 year experience with CRM software; Microsoft Dynamics 365 or equivalent preferred
- Excellent communication skills via phone & mail with ability to communicate clearly, with proper grammar & excellent telephone manners
- Typing skills at a minimum of 65 words per minute
- Ability to use Microsoft Outlook and Microsoft Excel proficiently
- Demonstrated ability to stay calm under pressure and juggle multiple priorities
- Proactive attitude, team player and willingness to work additional hours when necessary



WHAT WE EXPECT:

- Daily responsibilities regarding customer support functions, e.g., phone calls, emails, purchase orders, customer account maintenance
- Retention of basic product knowledge for informed responses to basic product-related questions
- Processing of purchase orders and quotations in a timely manner
- Completed cross-training for all existing accounts to support other members on the Inside Sales team
- Analysis of customer-provided data incl. part number identification & account-specific pricing
- Adherence to processes and work procedures as outlined
- Initiative to handle tasks or special projects when they arise
- Completion of additional work assignments under the guidance of project team leader
- Additional administrative tasks as needed



WHAT WE OFFER:

- Attractive compensation and health benefits
- Pleasant work environment in a committed team & state-of-the-art offices
- 401k matching
- Paid holiday & vacation days available



Please send your application including desired salary to:

H-T-L perma USA LP
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