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Position Available: **Customer Service**

Job Location: Cincinnati Office

Posting Date: 6/15/11

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Midwest Spec is an award winning sales agency representing world class manufacturers to Industrial, Mechanical and Plumbing professionals throughout KY, Ohio WPA and WVA.

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## **Customer Service Position (Full Time) – Cincinnati Office**

### **Job Description:**

Provide professional service to all customers, as well as inside sales support for all outside salesmen, including order placement, order tracking, profile management, verbal and commercial project quotations, and warehouse assistance.

### **Major Tasks, Responsibilities and Key Accountabilities**

Customer Service: Promptly answering phone calls, Servicing customer's needs, Specification assistance for engineers and contractors, Identifying parts, Providing parts breakdowns & submittal drawings, Problem solving.

- Order Entry & Returns: Utilizing each manufacturers order entry & returns systems.
- Quotations: Verbal and commercial quotations utilizing our quotation entry systems
- Warehouse: Preparing shipments and assisting with inventory.
- General Office Duties: filing Orders, faxing, etc.

**Required Experience:** None required but a plumbing or PVF background would be a plus.

**Minimum Qualifications :** HS Diploma & at least eighteen years of age

### **Preferred Qualifications**

- Self Starter with the ability to Multi Task
- Knowledgeable in Outlook & Microsoft Office Programs
- Positive attitude and a willingness to learn

### **Salary & Benefits:**

- Salary based on experience
- Health care
- Potential 401K & Profit sharing eligibility

Email Resumes to Brooke Williamson [bwilliamson@mwspec.com](mailto:bwilliamson@mwspec.com)