



Job Title:	Customer Care Associate	Department:	Customer Service
Location:	West Chester, OH	Reports To:	Assistant Controller
Position Type:	Regular Part-Time, Non-Exempt	Work Schedule:	Flexible, 20-32 hours/week
Level/Salary Range:	\$11-13/hour	Benefits	64 hours PTO/year Not eligible for FT benefits

Applications Accepted By:

FAX OR E-MAIL:

(513) 755-0888 or inquiry@anestiwata.com

Attention: Human Resources

NO PHONE CALLS

MAIL:

Human Resources

Anest Iwata USA

10148 Commerce Park Drive

Cincinnati, Ohio 45246

Job Description

SUMMARY

The primary role of the Customer Care Associate is to develop, grow, and expand relationships between Anest Iwata and its customers through exceptional customer service. This role will serve as the initial point of contact for guests visiting the facility or contacting the company by telephone.

This role requires an individual with excellent communication skills who enjoys speaking to a broad range of individuals on an ongoing basis.

KEY RESPONSIBILITY AREAS

- Customer Support
 - Greet facility visitors and alert the appropriate team member of their presence
 - Serve as the primary point of contact for inbound telephone calls
 - Assist callers with basic inquiries such as part numbers, pricing, and stock availability using internal resources
 - Route callers to the appropriate staff person when necessary
- Accounting Support
 - Assist the finance team with customer filings
 - Serve as a backup for basic accounting tasks such as cash receipts entries in ERP system
 - Will be responsible for Invoicing
 - Will be responsible for AP processing and check writing
- Customer Relationship Management
 - Respond to customer support related inquiries across all channels
 - Monitor and update customer records in CRM database
 - Track customer calls and assign follow-up tasks in CRM database
 - Assist Accounting in resolving customer credit holds and collections activities
 - Other duties as assigned

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High school diploma and two (2) years relevant work experience

PREFERRED SKILLS & EXPERIENCE

- Technical Skills
 - Basic computer aptitude required.
 - Ability to perform basic activities in Microsoft Outlook, Word, and Excel
 - Salesforce.com or similar CRM experience is a strong advantage, but not required
 - Previous experience with ERP or other similar software helpful, but not required
- Relationship/Human Skills
 - Sense of humor, creativity, passion, and integrity are non-negotiable requirements
 - Superior emotional intelligence & above average people skills
 - Ability to actively listen, understand, and follow direction with limited supervision
 - Excellent communicator, both verbal and written
 - Team player with the ability to share information and work toward a common goal
 - Exceptional attention to detail
 - Demonstrable ability to multi-task and adhere to deadlines
 - Well-organized with a customer-oriented approach
 - Tech Savvy - Embraces new software and programs with a desire to become an expert
 - Negotiation & problem solving skills
 - Willingness to learn

OTHER INFORMATION

- Work Hours and Scheduling
 - Flexible scheduling between the hours of 8am and 5pm, Monday through Friday
 - Minimum commitment of 20 hours per week, maximum 32
- Employee Benefits
 - Eligible to earn up to 64 hours in paid time off (PTO) per calendar year
 - This position is not eligible for full-time benefits such as health and life insurance
- Small company work environment