



Index Sensors & Controls, Inc.
300 Harris Avenue
Bellingham, WA 98225

Customer Support Representative

\$22 - \$28 an hour

Index Sensors, a well-established technology provider in the transportation and Industrial sector is looking for a Customer Support Representative. This position is responsible for supporting our customers, sales order entry, and ensuring customer requirements seamlessly flow to Operations.

Essential Duties & Responsibilities:

- Communicate with customers through various channels.
- Enter all new customer orders into ERP System in accordance with established QMS procedures and lead-times.
- Revise orders to meet any communicated changes from customer.
- Follow and evaluate internal customer service QMS procedures and policies to improve the customer service experience.
- Take ownership of customer service issues and follow to resolution, keeping detailed records and documenting corrective actions/discussions.
- Work with quality to ensure RMA requests are received and corrective actions are closed in a timely manner.
- Provide support with product inquiries and literature requests from customers.
- Assist marketing in developing literature to meet customer needs.
- Participate on both internal and external cross-functional teams.
- Perform other duties as required or special projects as assigned.

Requirements & Experience

- Minimum 3 years' experience in customer service within a manufacturing environment.
- Associates degree or equivalent combination of education, training, and work experience.
- High level of professionalism.
- Strong organizational skills with ability to prioritize, multi-task, and manage time efficiently.
- Ability to take initiative and self-direct with minimal supervision.
- Attention to detail and highly accurate with data entry
- Excellent Attendance
- Proficient in Microsoft Office and comfortable learning new software systems
- Exceptional verbal/written/e-mail communications

Compensation & Benefits

- Competitive compensation (\$20-\$28 per hour DOE).
- Medical/Dental/Vision insurance

- 401K with Company Match+
- Paid holidays
- Accrued time-off
- Gym membership reimbursement.

*****PLEASE NOTE: Index Sensors is currently located in the Fairhaven section of Bellingham, WA, but will be moving to the Arlington/North Marysville area in early 2022.**

Index is an Equal Opportunity Employer and a drug-free/cannabis-free workplace.

Job Type: Full-time

Pay: \$22.00 - \$28.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Experience:

- Excel: 2 years (Required)
- Customer Service: 3 years (Required)

Education:

- Associate (Required)

Work authorization:

- United States (Required)