



The right parts, at the right place, at the right time.
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Customer Service Representative

Job Summary

- High School Degree/ GED
- AA preferred
- At least 1-3 years of experience with addressing customer requirements, proficient database and computer skills (Excel, Word, PowerPoint, etc.) and the ability to coordinate and communicate Materials Management and Sales Management, Customer and Supplier requirements to meet customer needs.

Qualifications

- Strong data entry skills and attention to detail
- Ability to work in a fast pace environment while still providing excellent service ☑ Professional and outgoing attitude
- Ability to work a full-time schedule, Monday- Friday from 8:00am – 5:00pm

Job/ Responsibilities Duties

- Reviewing client documents and accurately entering large amounts of data into the company's database
- Transfer client's information and data into company's system
- Maintain filing system and organization
- Correspondence with vendors and liaison between departments
- Other administrative tasks and projects as needed
- Sales orders
- Computer Savvy a MUST!
- Must have a Sense of Urgency
- Resolve conflicts in available quantities and delivery of parts
- Address customer issues and communicate with suppliers as requested by Sales Management
- Research and provide accurate information to customers about product, shipping, etc.
- Enter sales quotes, bid for bids and sales orders for customers as requested by Sales Management.
- Address and process customer requests for samples
- Generate and analyze Open order reports for products
- Access supplier websites to provide information for Materials & Sales Management as well as Customers
- Assist with Sales Support as required
- Supporting Inside Sales Team
- Answering Incoming Calls to be routed to the appropriate person
- Perform assigned tasks as determined by VP of Operation



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Compensation

- Pay varies depending on experience.

Benefits

- Health Insurance
- Dental Insurance
- Life, AD&D, LTD, and Vision Insurance
- Profit Sharing

About SMD Inc.

Founded in 1988, SMD Inc. is an Authorized Distributor specializing in passive, interconnect, discrete, opto-electronic, electro-mechanical, and frequency control components. SMD Inc. supports various types of electronic and electrical components. SMD Inc. offers a variety of Inventory Replenishment Programs designed to be flexible and responding to the ever-changing needs of our customers. From our corporate headquarters in Irvine, California, SMD Inc. distributes an authorized line card of world-class manufacturers to a diverse customer base in North America, and all corners of the globe.

Our Mission

To provide our business partners with the highest level of Quality, Service, On Time Delivery and Technical Support.

Our Goal

To provide a seamless relationship between our suppliers and customers.