



Customer Service Ad

As an employee-owned, single-source fluid power distributor and control systems provider, J.M. Grimstad has 80 + years of fluid power experience. We are searching for a talented, detail-oriented Customer Service Representative (CSR) to fill an essential role. The ideal candidate will require considerable attention to detail, high level of accuracy, professionalism and be a strong problem solver.

Are you a highly organized, detailed person? Do you enjoy being challenged?

We are seeking a goal oriented, excellent communicator to work in a fast-paced environment.

Some of the job duties include:

1. Answers incoming sales calls via telephone, e-mail and facsimile requests promptly and in a pleasant, courteous manner regarding billing issues, product problems, service questions and general client concerns.
2. Customer order/quote data entry, calculate prices, discounts and submits proposals to meet specific customer requirements in an efficient manner.
3. Applies knowledge of company products and services to efficiently process customer requests.
4. Work with Engineering and Purchasing teams to get product records loaded and updated with current pricing as required to maintain accurate computer records.

Grimstad seeks to attract talented, self-motivated individuals with a passion for excellence. We offer competitive pay that is commensurate with experience. In addition, employees enjoy a benefits package, including:

- Medical, Dental, Vision plan
- Company-paid life and long-term disability insurance
- Flex Spending plans (medical and dependent care), Health Savings Account
- Health Retirement Account (\$2500/single, \$5000/family)
- ESOP
- 401k Plan with company match
- Paid Time Off
- Employee Assistance Program
- Educational Assistance
- 6 Company-paid holidays & 1 floating holiday

2+ years of customer service experience is required. Successful candidate will have working knowledge of Microsoft Office Suite; internet; and ERP & CRM software (Activant/Prelude/WorkWise).

If you are looking for a great company and a fun place to grow your skills, please forward your resume to: hr@grimstad.com.