



Career Opportunity

Customer Service Representative

Must be an energetic, hard working, customer focused, accuracy and efficiency minded individual. As a CSR, you will act as a liaison, providing product and service information, entering contractor orders, and resolving any emerging problems with customer orders. Applicants must show a clear commitment to working in a team environment, continuous improvement, customer service, and meeting deadlines. Must be flexible, reliable, a quick study, and have a positive “can do” attitude.

Essential functions:

- Field incoming calls and emails from installing contractors and field sales representatives for order placement, product quotation, product specification, shipping and inventory status
- Process customer orders by entering them into ERP
- Complete and transmit customer quotations
- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid and complete information by using the right methods & tools
- Coordinate with logistics to provide shipping and inventory information
- Work with other Departments to mutually ensure customer satisfaction
- Participate in ongoing training to increase knowledge base and skill set

Qualifications:

- Previous HVAC knowledge &/or distribution experience preferred
- Strong knowledge of Microsoft Office suite
- Ability to meet deadlines and multi-task
- Ability to prioritize in dynamic environment
- Interest in technical/mechanical equipment
- Excellent typing and communications skills
- Ability to collaborate in team environment

Submit resumes and cover letters to Dawn Kehrwald at: dkehrwald@cfmequip.com

About CFM Equipment Distributors, Inc:

We have been a leading distributor of HVAC and solar products for over 30 years. CFM Equipment Distributors employs innovative, creative individuals that are motivated to succeed. We offer great benefits including medical, dental, 401(k), education assistance, vacation/sick leave and paid holidays. We promote a friendly, cooperative, team environment. Do you want to be a part of a team that values your teamwork and excellence?

CFM Equipment Distributors, Inc. is an equal opportunity employer and considers all qualified applicants regardless of race, gender, religion, national origin, age, sexual orientation, gender identity, disability, veteran status or other classification protected by law.