



**Posting Date:** 3/13/2017

**Posting End Date:** until filled

The following position is currently open. If you wish to apply, please submit your resume and cover letter to:  
jobs@tectran.com

**JOB TITLE:** Customer Service Representative

**JOB TYPE:** Full Time

**DEPARTMENT:** Customer Service

**REPORT TO:** Customer Service Manager

**GENERAL PURPOSE:**

Our highly successful and rapidly growing global company based in Buffalo has a track record of providing solutions to end user (fleet) operating and maintenance problems within the heavy-duty truck and trailer equipment market.

Currently we are seeking a Customer Service Representative who will complement our team whose priority is focused on putting the "customer first".

The work schedule will be 9:30 a.m. to 6:00 p.m. Monday through Thursday, 8:30 a.m to 5:00 p.m. on Fridays

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manage incoming calls including order placement, expediting, answering product questions and problem resolution
- Order entry, processing shipment and shortage claims and formalization of warranty claims
- Act as a liaison between the customer and internal departments
- Proactively seek to expand product and system knowledge to best service the customer

**EDUCATION/EXPERIENCE:**

- 2 years of prior customer service experience
- Strong oral and written communication skills required
- Ability to work in a fast-paced, multiple priority environment
- Proficient use of the Microsoft Office Suite including Word, Outlook and Excel
- Experience in an automotive, truck parts or truck service environment would be beneficial
- Associates Degree considered a plus, but not required

**TECTRAN is an Equal Opportunity Employer. We offer a competitive benefits package with a generous employer contribution toward our group Health plan and Voluntary Dental, Life, Supplementary insurance plans. PTO, tuition and position relevant Certification and Education reimbursement**