



CUSTOMER SERVICE REPRESENTATIVE

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 8:30 a.m. to 5:00 p.m. Monday thru Friday.

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.

Required 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 suite including Word, Outlook and Excel
- Experience in an automotive, truck parts or truck service environment would be beneficial
- Associates Degree would be 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.

Please send resumes to jobs@tectran.com.