

CAREER OPPORTUNITY

Customer Service Representative

Mazak Optonics Corporation's Parts Department is seeking a Customer Service Representative.

This position is responsible for assisting customers through the entire parts ordering process, including researching parts information, providing quotes, entering orders, and processing invoices all while developing loyalty with the customer to acquire repeat business.

Requirements for this position include strong written and verbal communication skills, effective problem-solving skills, and the ability to analyze customer requirements and resolve problematic issues in a professional manner especially in stressful situations.

The work environment is fast-paced but focused on providing the highest level of customer service.

Proficiency in Microsoft 365; demonstrated work ethic; excellent attention to detail; and a friendly, positive, and helpful attitude are also required.

Duties and Responsibilities

- Invoice daily parts shipments
- Process all internal and external customer requests (via email, phone, and internal)
- Input quotes, orders, and returns into our system
- Process Service-related parts orders
- Assist Supervisor with Purchasing of urgent non-stock items
- Work with CS Team to manage and coordinate incoming email folders and pending requests
- Utilize all resources to resolve customer requests/issues

Six-Month Objective

- Process standard customer quotes, orders, returns, and release backorders with little to no supervision
- Receive incoming customer calls by addressing request (parts customer service) or directing to the appropriate party within the company with little to no supervision
- Basic training and understanding of sorting the Parts email. Prioritize and organize to ensure all customer email requests have been sorted properly with little to no supervision

Desired Skills

- Strong written and verbal communication skills
- Problem-solving skills
- Standard keyboarding skills
- Microsoft Office experience
- Strong attention to detail and organization

Education / Experience

- High School Diploma
- Experience in a role utilizing the above skills
- Customer Service experience preferred

Mazak offers a highly competitive benefits package, including 401k, health, dental, vision, life insurance and paid time off.