

Company Description

Since 1983, Chrom Tech has provided technical expertise in the chromatography field by recommending products to meet our customers analytical requirements. We're proud to be a worldwide distributor of chromatography consumables to leading labs and facilities across all industries, including (but not limited to) university research labs, clinical and forensic laboratories, pharmaceutical labs, ethanol refineries, cannabis testing, and industrial engineering applications. Chrom Tech is proud to be a certified women owned business.

Job Title: Customer Support Product Specialist

Reports to: Director of Customer Experience

Position Summary

The Customer Support Product Specialist is responsible for engaging with customers on behalf of Chrom Tech, answering questions and addressing any concerns. They are the main point of contact for customer inquiries and customer management.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Answer phone calls, LiveChat, and respond to emails.
- Answer questions customers have about products pricing and availability.
- Commitment to betterment, eager to learn product portfolio and answer customer product questions.
- Ongoing customer account management, documenting customer interactions in CRM (customer relationship management software: HubSpot) daily with relevant details.
- Triage customer issues and refer advanced cases to management for resolution, facilitate customer returns and tracking.
- Provide quotes for customers based on customer interactions and technical inquiry responses.
- Process customer orders in a timely manner.
- Outbound communication and follow up with customers based on a priority list from marketing interactions (HubSpot).

Core Values

- Customer Centric
- Betterment
- Follow Through
- Employee Centric

Competencies

- Seek customer satisfaction, understand and resolve issues.
- Collaboration among departments and within the team to achieve company goals.
- Manage work effectively and efficiently with a passion for learning/betterment.
- Ability to thrive in a small business, fast-paced environment, multitasking with a sense of urgency for customer satisfaction.

Required Education and Experience

- Bachelor's degree in Chemistry, Biochemistry, Chemical Engineering, or equivalent
- Analytical lab experience preferred (can be academic lab experience).
- Excellent listening, verbal, and written communication skills.
- Highly motivated with attention to detail.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones.

Physical Demands

This is largely a sedentary role and involves sitting most of the time. The worker is required to reach, stand, walk, use fingering to operate office equipment such as a computer, grasp, feel, talk, hear and use repetitive motion. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and extensive reading.

Position Type and Expected Hours of Work

This is a full-time in person office position. 40 hours per week are expected. Days and hours of work are generally Monday through Friday during normal business hours, 8AM-4:30pm.

Travel

No travel is expected for this position.

AAP/EEO Statement

We are an EEO employer.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Apply

E-mail resume and cover letter to Michelle Iverson at Chrom Tech, Inc.

Michelle Iverson

President and CEO, Chrom Tech, Inc.

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<https://chromtech.com/aboutus>

