



Job Description: Customer Service Representative

Genesis Technologies is one of the nation's most notable managed print services providers working with mid-sized to Fortune 100 companies in improving their document output systems to improve their operational bottom line and achieve operational efficiency. Our growth and success for over 27 years has been closely tied to the relationships we have with our customers.

Genesis Technologies is seeking a talented and dynamic individual to fill our **Customer Service Representative** position, located in our Northbrook, IL office.

The Customer Service Representative will be responsible for providing superior customer service and driving customer satisfaction, loyalty, and retention through order management, first call resolution, and support to customers, field service technicians, and internal staff. This position requires excellent customer interaction and communication skills, which will continue to portray our professional company image and provide world-class customer service.

In this role you'll:

- Assist customers with their orders transmitted via phone, fax, email, or EDI (electronic data exchange) and ensure orders are processed timely and accurately
- Accurately open service calls to technicians for repairs, preventive maintenance, and unit down situations
- Troubleshoot basic help desk needs on service calls and work order processing for more involved service issues
- Provide timely and courteous response to all customer inquiries
- Identify, research, and resolve customer issues
- Educate and inform customers of promotions and other cross selling of products to create new business opportunities with our existing customers
- Research customers IT product requests and generate quotes to match products to customer inquiries.
- Process RMA return requests from customers
- Perform other duties and special projects as assigned

To be successful in this role, the key qualifications are:

- A Bachelor's degree or equivalent experience
- A minimum of 2 years Customer Service experience
- Software and reporting tools experience
- 3+ years office experience
- Strong verbal and written communication skills
- Excellent administrative and organizational skills
- Focused and not easily distracted
- Detailed oriented
- Confident and self-motivated
- The ability to escalate to management proactively and accordingly
- Willingness to learn new systems and procedures on an on-going basis

Our investment doesn't stop with the customer; it carries over to our employees. We seek a long-term relationship to grow your career. Find out why Genesis Technologies again won "Chicago's Best and Brightest Companies to Work For[®]" for the 6th time in 2018.

If interested and qualified, please email your completed application and resume to: careers@genesistechnologies.com