

Job Description:

Customer Service Position - BRINK

Location: Brooklyn, NY



Summary

475 is a rapidly growing North American company which distributes and consults on high performance building components. 475 is focused on transforming the North American construction market toward low-energy, high-performance building design. We are hiring an entry position for customer service with our BRINK centralized HRV/ERV (heat/energy recovery ventilation) product range. Successful candidates should be motivated, ambitious, and confident about the opportunity to grow the use of high-performance building practices in their region, while enthusiastic about helping 475 grow our company, brand, and influence.

Responsibilities

- Answering client inquiries via email, phone, and live chat.
- Promote the company's products/services addressing or predicting clients' objectives.
- Handling administrative duties for the company and its executives and management teams.
- Offering technical product specifications and basic technical support to clients.
- Listening to customers' needs and advising them on the best products to buy.
- Collaborating with the sales, technical, or operations departments of the company to deliver materials and service to our clients.
- Installation, maintenance, and troubleshooting support which may involve getting hands on.
- Create quotations and estimates, and process orders.
- Prepare and ship mailings with samples, catalogs, data sheets and related information.
- Aid with miscellaneous administrative tasks.

Desired Qualities

- A degree in one of the following disciplines: architecture, construction, engineering, business development, sales or logistics.
- Strong interest in sustainable construction and high-performance, low-energy building practices, especially Passive House design and construction.
- Experience with Microsoft Office, Gmail, Dropbox, and Salesforce preferred.
- Proactive with a strong work ethic.
- Interest in learning about mechanical systems and working with tools.
- Ability to work well both independently and as a member of a team.

Additional Skills

- Mechanical ventilation experience. Manual J,D,S calculations or HVAC hands on work.
- Other beneficial programs include AutoCad, Revit, WUFI, PHPP, Flixo, Adobe Suite.
- Passive House certification (Designer, Consultant, Tradesperson or Builder) a plus.
- Proficiency in German, Spanish or French.

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Abundant career growth opportunities. Transportation, training, 401k and health insurance benefits offered. Annual compensation \$50,000-\$80,000 dependent on experience. This position is based at our headquarters in Brooklyn, NY. Send résumé and cover letter to aaron@foursevenfive.com; subject: "BRINK Customer Service Position"