



ENGINEERING
SUPPLY

www.tri-phase.com

Job Description

Title: Customer Service Associate

Company: **Tri-Phase Automation** is a unique distributor with over 29 years of service and innovation in the automation industry. We hire degreed engineers to be the face of our company, providing solutions to customers. We seek to form relationships to be an extension of our customers' engineering teams. We are a hi-tech automation distributor that works with manufacturing companies in Wisconsin and Northern Illinois. Tri-Phase provides innovative solutions with the largest breadth of products and services in the Midwest and represents and supports the world's leading vendors in robotics, vision, PLC's, and motion control. Our customers rely on us to help reduce risk, costs and provide a variety of value-added services based on our customers' requirements. Headquarters located in Pewaukee, WI, with additional offices and operations in the Fox Valley and Chicagoland areas.

General Description: This role is for the Associate to join our Customer Service team sharing the critical role of servicing our customers through the order entry, purchasing, expediting, RMA, and general service functions. The Associate will be responsible for the accurate and timely completion of these functions while being adept at working both independently and with team members.

Duties and Responsibilities:

- Responsible for entering orders, including the placement of vendor purchase orders if necessary.
- Responsible for notifying the customer that their order has been received via an order acknowledgement.
- Responsible for obtaining vendor confirmations and checking those confirmations against our purchase order for accuracy.
- Reviews and monitors each order to ensure timely product delivery.
- Responsible for understanding and managing the RMA process, if required.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Manage large amounts of incoming emails and calls from customers and vendors.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships of trust through open and interactive communication.
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.
- Follow communication procedures, guidelines, and policies.
- Special projects as required.

Qualifications:

- Bachelor's degree is desired, not required.
- Experience in a customer service setting is a plus.
- Strong communication skills needed.

Please send resume information to: Mike Krebs: mikek@tri-phase.com