



National Electrostatics Corp.

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CUSTOMER EXPERIENCE REPRESENTATIVE

As the world leader in the manufacturing of electrostatic ion beam accelerator systems, National Electrostatics Corp. or NEC, is always looking for the best quality candidates to join our family. Being a part of the NEC family offers many rewards including being a part of an environment where we want to see you grow and succeed. We are an employee-owned company that has been in business for over 50 years. This is a full-time position with excellent benefits. These benefits include paid time off (holiday, vacation, and sick leave), long term disability, life insurance, health insurance, 401K match options and Employee-owned stock plans.

We are looking for a Customer Experience Representative to join our team. This is a full-time position with excellent benefits. These benefits include paid time off (holiday, vacation, and sick leave), long term disability, life insurance, health insurance, and 401K match options and Employee-owned stock plans.

Job Title: CUSTOMER EXPERIENCE REPRESENTATIVE

(7:30 a.m. – 3:30 p.m. – we are flexible on start time and end time)

Qualifications:

1. Technical Certificate or bachelor's degree preferred.
2. One or more years of related or industry experience.

Responsibilities or Duties:

1. Responds to customer inquiries and assigns them to individuals in support, sales, or other departments.
1. Investigate and respond to inquiries assigned to you.
2. Track order progress and communicate with customer regarding status.
3. Send quotes to customers based on information provided by Sales Department.
4. Resolves routine and basic problems and communicates solutions or requested information to the customer.
5. Analyzes a customer's service needs and refers to other service or technical departments for follow up as needed.
6. Uses a customer relationship application or database to record activities and research product information.

Skills and Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Proficient with Microsoft Office Suite or related software.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift to 15 pounds at times.

Visit www.pelletron.com to find out more about NEC and our products.

NEC is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class.