



Customer Service Representative

Job Description

Employment Type: Full-time
Reports To: Controller

Position Summary:

This position's primary responsibilities are assisting customers with orders and resolving account questions.

As valued member of the MIT Team, you will:

- Be actively engaged in and committed to our core values, core focus, and have a passion for excellence in serving our customers.
- Keep the best interest of MIT, its employees, and owners in mind when making decisions.
- Promote companywide consistency in methods and techniques for handling daily business issues.
- Build positive relationships with others.
- Creating, communicating, and implementing the organization's vision, mission, and overall direction.

Primary Functions

- **Operational**
 - Create and maintain quotes, orders, and invoices in QuickBooks, with attention to detail and accuracy, using different processes for Sales, Rental, and Repairs
 - Enter payments and carry out the process for past due accounts
 - Review and process online orders
 - Customer Satisfaction Follow-ups
 - Work within the Customer Support group to ensure timely completion of requests
 - Promptly answer phones and transfer and/or document activity in HubSpot, CRM
 - Other duties deemed necessary
- **General:**
 - Maintain confidentiality of sensitive information
 - Seek improvement opportunities within and without area of primary responsibility
 - Support and assist in other areas as needed
 - Other duties deemed necessary

Corporate

- Comply with all federal, state and local laws applicable to position and employment generally
- Comply with all company policies, procedures and expectations to the benefit of the organization and co-workers
- Productively and positively contribute to our goal of maintaining a safe, healthy, productive and enjoyable workplace
- Performs other duties as assigned by the CEO, President and/or Director.

Position Requirements:

Education/Training: High School Diploma or equivalent experience and knowledge
Experience: 1-year experience in Customer Service, preferred
Proficiency in QuickBooks and MS office suite, preferred
Experience in HubSpot or other CRM, preferred