



PIPE TOOLS & VISES
SINCE 1896

Reed Manufacturing Customer Service Associate

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| Department: Inside Sales/Customer Service |
| Location: Erie, PA on site |
| Job type: Full Time |
| Pay Rate: \$30,000-40,000 Salary |

We are seeking a full-time Customer Service Associate to join our Inside Sales Department. The Customer Service Associate, under the supervision and guidance of the department manager, with minimal supervision is responsible for maintaining a high level of sales and product knowledge, providing premium customer service for our distributors, contributing to the progress of the sales office by cross training on all office functions, and working on improvement products.

Job Requirements:

- Service-oriented
- Capable of working independently and as part of a team
- Excellent communication skills, especially with distributors
- Ability to learn quickly through research and independent study
- Strong customer service skills
- Willingness to accept new challenges
- Detail oriented

Technical Skills:

- Microsoft Office, Outlook & Excel
- Computer and telephone
- Database entry

Responsibilities:

- Enters domestic orders received via fax, phone, e-mail, and EDI
- Answering sales calls from REED distributors and tool customers
- Responds immediately to customer inquiries regarding price, product, inventory, etc.
- Priority Account contact
- Process customer invoices
- Works on other ongoing or special projects as may be assigned
- Other sales and marketing office functions as assigned

Details:

- Competitive salary with hourly wage, Salary Range: \$30,000 - \$40,000
- Full-time, On-site (Erie, PA)
- Healthcare coverage is available 1st of month following employment date
- Upon satisfactory completion of the training period employees will be entitled to:
 - Profit Sharing



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- 401(k) benefits – Employer Contribution of 3% of Salary. Plus, employer match of 50% up to 3% employee deferral, match limit 1.5% of gross salary.
- Two weeks of vacation time beginning at the start of REED fiscal year
- Two personal days and paid holidays

CORE VALUES

The company culture at Reed Manufacturing is built on shared core values – Decent Human Beings with Energy, Determination, Solutions Focus and Service Orientation. Decent Human Beings (DHB) bring integrity, dedication and a positive attitude to REED and the community. Energy and Determination shine through people invested and interested in their work and a high-quality outcome. Solutions focused persons propel REED forward in resolving issues and removing obstacles. Service oriented associates put others ahead of themselves for the collective good.

REED uses these principles to guide all decision-making and action within our organization. We hire, fire, review, reward, and recognize REED Associates based on these core values. If these values resonate with you, a career with REED is the perfect place for you to succeed.

REED is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit and business need.