Customer Service Representative

Location: Devens, MA

Employment: Full-time, non-exempt

Reports to: Inside Sales Manager

Overview

We're looking for a dependable, detail-oriented Customer Service Representative to join our Inside Sales Team. In this role, you'll prepare customer quotes, enter sales orders, and monitor orders through delivery. You'll communicate directly with customers and sales representatives and work with production scheduling, purchasing, shipping, and other departments to address issues and keep customers informed.

If you enjoy accurate, organized work, solving problems, and helping customers navigate changing priorities, this role may be a good fit.

Responsibilities

- Prepare customer quotes and enter sales orders, checking pricing, quantities, product details, and requested delivery dates for accuracy.
- Send order acknowledgments and keep customers and sales representatives informed about lead times, order changes, backorders, and shipping status.
- Monitor open orders and work with internal teams and vendors to identify potential delays and communicate updated delivery expectations.
- Respond promptly to customer phone calls and emails about products, pricing, availability, orders, and delivery.
- Coordinate order changes, cancellations, and expedited requests within company procedures and production capabilities.
- Help resolve shipping errors, damaged goods, billing discrepancies, freight claims, and returns, including Return Material Authorizations (RMAs).
- Maintain accurate records and update customer portals with order acknowledgments, delivery dates, and shipping information.
- Connect customers with the appropriate team for technical questions or quality concerns, document issues, and follow up through resolution.
- Assist with other related departmental tasks as needed.

Qualifications & Requirements

- High school diploma or equivalent.
- 1–3 years of customer service or sales experience.
- Proficiency with enterprise resource planning (ERP) or order-entry systems and Microsoft Outlook, Excel, and Word; experience with TrulinX ERP is preferred but not required.
- Clear verbal and written communication skills and a professional approach to customer concerns.
- Strong organization, prioritization, and attention to detail.
- Ability to manage multiple orders and requests while adapting to changing deadlines.
- Ability to maintain accuracy and composure in a fast-paced environment.
- Ability to work effectively with coworkers and other departments.

What Makes a Person Successful in This Role

You take ownership of accurate quote and order entry and follow through on open requests. You ask questions when information is unclear, recognize potential problems early, and keep customers and coworkers informed.

You can adjust when priorities change, balance responsiveness with accuracy, and remain calm when resolving concerns. You work independently while knowing when to involve another team or ask for support.