

**Combined Fluid Products Company**  
**Job Description**

**Title:** Customer Service Representative  
**Reports to:** VP Administration  
**Location:** Lake Zurich, Illinois

**Job summary**

This full-time or part-time customer service position enhances customer satisfaction and grows Company sales by assisting new and existing customers. It requires the ability to effectively communicate with and assist customers via telephone and email. Important personal attributes include professional phone skills, a friendly personality, and being detail-oriented.

**Responsibilities**

- Process orders and respond to customer inquiries via phone and email in a prompt, professional, and friendly manner
- Help customers identify part numbers using product literature
- Generate quotations for price and availability using Company's database
- Use Company systems for processing and tracking orders
- Document all communication & customer information within the Company's database
- Complete data entry and office tasks as required
- Work in cooperation with other CFP employees

**Minimum Requirements**

- Associates degree
- Two years of Customer Service experience
- A friendly easy-going people person – a team player
- Professional phone skills
- Competent math and good written & verbal communication skills
- Computer skills with proficiency in using Microsoft Windows, Word, Outlook, Excel, the Internet, and CRM/ERP databases. NetSuite experience is a plus
- Bilingual (English + Spanish) is a plus
- A person who has a great attitude, is teachable, and has high integrity

**Salary/Benefits:**

- \$19-23 per hour. Work hours are M-F, 8:30am to 5pm.
- Paid vacation, sick/personal days, and holidays
- Health Insurance (Full-Time Only)
- Life and Disability Income Insurance (Full-Time Only)
- Optional POP/Flex spending account (Full-Time Only)
- Bonus
- Company profit sharing retirement plan (1000+ hours/year)

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.