



Customer Service/Inside Sales Rep

Location: Sidney, OH

Company Summary: Polyfill LLC (www.polyfillproducts.com), a Dan T. Moore Company (www.dantmoore.com), supplies ethylene-based acoustical barrier materials to the Automotive, Commercial and Industrial Markets. We utilize base compounds to create a homogeneous blend of heavily-filled thermoplastic sheets, rolls and die cut parts that function as a barrier in acoustical applications. Common uses for our products include automotive carpet, dash insulators, hood liners and trunk systems.

Objective: Polyfill is seeking a talented Customer Service/Inside Sales Representative. The Customer Service Representative is responsible for providing effective customer service to all Polyfill customers. This includes responding to customer inquiries, processing orders, handling returns/ exchanges and resolving customer issues.

REQUIREMENTS:

- Strong attention to detail and communication/listening skills.
- Ability to communicate clearly, professionally and accurately, both verbally and in writing.
- Strong decision making and analytical abilities.
- Highly developed sense of integrity and commitment to customer satisfaction.
- Self-starter, ability to work without close supervision.
- Has a pleasant, patient and friendly attitude.
- Demonstrated passion for excellence with respect to treating and caring for customers.
- Ability to handle complaints and unpleasant customer service situations.
- Possess a strong work ethic and team player mentality.
- Ability to focus and organize simultaneous tasks and responsibilities in fast paced environment.

RESPONSIBILITIES:

- Processes all online customer orders received according to established department policies and procedures, with 0% error margin being the order entry goal.
- Handles all customer inquiries (via phone or email) in a timely manner (within 24 hour time-frame).
- Troubleshoots and overcomes customer complaints/issues by listening to customer and working with internal departments on a solution that can be communicated to the customer.



- Investigates and resolves customer problems with orders and/or deliveries according to established department policies and procedures.
- Maintains a balance between company policy and customer benefit in decision making. Handles issues in the best interest of both the customer and the company.
- Handles all customer returns/ exchanges according to established company policies and procedures.
- Knowledgeable of Polyfill products.
- Continuously evaluate and identify opportunities to drive process improvements that positively impact Polyfill as a company and its customers.
- Interacts with all internal Polyfill departments on a regular basis.

***Offers of employment will be contingent upon a drug screen and background check