



EAGLE

Customer Service Representative

About Us: Eagle Industries, a leader in construction safety, is on the cusp of launching an exciting new division in material handling aptly named Eagle MH. With the foundational elements already in place, we're searching for an entrepreneurial sales manager to spearhead this venture. If you're driven by innovation, excel in building from the ground up, and are ready to lead a division toward unprecedented success, we want you on our team.

The Role: As a Customer Service Representative, you will play a crucial role in supporting the sales team by ensuring customer needs are met with efficiency and professionalism. This position requires exceptional organizational skills and the ability to prioritize task effectively to enhance customer satisfaction and support overall business growth. You will also:

- Act as a primary point of contact for customers, maintaining a positive, empathetic, and professional demeanor at all times
- Respond promptly to customer inquiries via phone, email, and other communication channels
- Process orders, forms, applications, and customer requests with accuracy and attention to detail
- Resolve customer issues efficiently by providing solutions or escalating matters as needed
- Collaborate with Regional Managers and Business Development Managers to support daily sales operations
- Provide feedback to improve the customer service process and identify areas for improvement
- Track and manage customer interactions in CRM software, ensuring accurate and up-to-date records
- Prioritize and manage multiple tasks, ensuring deadlines are met without compromising quality
- Contribute to increasing business opportunities with the current customer base through proactive support and communication

Who You Are:

- BA/BS preferred, or equivalent work experience
- 1+ years' experience in customer service, sales, or a related field
- Highly organized and detail-oriented, with strong prioritization and time management skills
- Exceptional communication and interpersonal abilities, capable of building strong relationships with customers and colleagues
- Comfortable working under pressure while maintaining a calm and professional attitude
- Proficient in CRM software and MS Office (Word, Excel, Outlook, PowerPoint)
- Self-motivated with proactive approach to problem-solving and process improvement

What We Offer:

- Competitive base salary with performance-based bonuses.
- Opportunity to grow alongside a new innovative division
- A supportive and dynamic team environment where your contributions are valued
- Access to resources and expertise from an established parent company