



CUSTOMER SERVICE / DATA ENTRY JOB DESCRIPTION

- **Part time position** (Monday through Friday, 3:30 pm – 7:30 pm)
- Hourly, Non-exempt

KEY RESPONSIBILITIES:

- Provide the first point of customer contact for inquiries such as pricing, product information, shipments, distributor search information and orders
- Ensure delivery of excellent customer service through timely and accurate processing of orders, communication and coordination with other departments to resolve inquiries
- Build and maintain customer loyalty by providing prompt friendly service
- Support the sales team in a variety of administrative tasks as required
- Provide and assist with technical information about tools and materials

EDUCATION, EXPERIENCE & SKILLS:

- Undergraduate Degree
- Attention to detail and highly proficient in data entry
- Process orders
- Professional phone manner
- Ensure excellent customer service
- Excellent written and verbal communication skills
- Ability to learn technical information provided in trainings
- Flexibility and the desire to take on additional responsibility

NEXT STEPS:

Qualified applicants should respond via email to careers@harveytool.com.

Responses to this opportunity must have "**Part Time Customer Service / Data Entry**" as the email subject heading.

Responses to this opportunity must include a cover letter and resume.