

Functional Area: Office
Location: Long Sault, Ontario
Job Title: Customer Service Support Specialist
Reporting Line: **Customer Service Manager**
Job Ref: **None -**

Customer Service Support Specialist

Join Pulsar Measurement working on a Global team that is shaping the future of level and flow instrumentation.

Your role

The Customer Service Specialist is a key component of the Pulsar Measurement internal team workings. The CSS provides critical outward and inward facing roles, including order entry, service coordination, and adaptability to assist in other roles as needed. Success in this role is defined by quickly and accurately inputting customer purchase orders, resolving any issues or inaccuracies in the customer request, coordinating order fulfilment, and assisting to resolve lead time issues. This role is defined by responsiveness, communication with customers and team members, and deep knowledge of our internal workings and procedures.

Our Business

This is an exciting time to join Pulsar Measurement and the wider TASI Group. Pulsar Measurement has built an enviable reputation based on our customer centric ethos, which means Pulsar Measurement continues to attract a growing global customer presence. Pulsar Measurement has built up a well-respected brand within the Americas Water and Industrial sectors strengthened by the amalgamation of Greyline Instruments Inc. Combined with future new developments the product portfolio has now expanded to cover many solutions for level and flow applications.

Join us on this exciting journey.



Your responsibilities

- Front-Line customer interaction by phone and email – including backing up receptionist
- Communicate orders status and respond to customer and Sales Team
- Assist in Monitoring and following up customer requests to our company inbox
- Enter customer and order information to CRM as a support to Sales Team
- Review incoming PO's and distribute
- Sent REP/Customer info as requested
- Answer/help Website requests
- Processes customers return administrative duties (RMA setup, data input)
- Track and communicate return status to customers
- Process Service PO's

Your background

- Experience in Customer Service and Strong Customer Care Skill
- Good PC Skills and knowledge of MS Office products
- Self-motivated person with strong work ethic and interpersonal skills
- Detail Oriented, organized work habit
- Experience with CRM

Our Pledge

We recognize that an inclusive and diverse workplace where all employees feel respected, valued, and able to achieve their full potential is vitally important. Not only does it inspire creativity and collaboration, it is good for business. We celebrate our differences and believe our diverse skills, abilities and perspectives strengthen our culture and our overall performance.

Please send resumes to

abourdon@pulsarmeasurement.com



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