



Customer Service Representative

Location: Auburn, MA

Northeast Battery is the largest independent battery distributor in the Northeast, and has been since 1985. Our Auburn, MA team is looking for an energetic and experienced customer service representative to join our small team. We work in a supportive team environment, with lots of day-to-day interaction with other customer service representatives all in the same room. We value our great camaraderie and passion for providing the absolute best experience for our customers.

Key Responsibilities:

- Field inbound customer calls and enter customer orders into NetSuite ERP system
- Expedite sales orders and solve customer problems
- Support our outside sales representatives
- Outbound calling to customers to proactively procure orders ahead of normal prescheduled delivery days
- Using NetSuite CRM (customer resource management) to manage and provide information about our customers

Required skills and personal traits:

- Highly motivated, enthusiastic and outgoing
- Fantastic verbal and written communication skills
- Prompt and dependable, a great teammate
- Organized, attentive to details
- Solid computer and software skills, including Word, Excel, Outlook
- Great “corporate citizen,” executing tasks/initiatives to benefit the company
- Experience using computerized ERP systems, NetSuite preferred but training will be provided
- Adapt to using new platforms and learning new technologies
- Ability to multi-task (i.e. talking on the phone to customers while simultaneously navigating the order system)
- Prior customer service/inside sales experience preferred.
- Technical background or abilities are helpful. We sell products for electrical applications, so technical aptitude will be a bonus to help you succeed here.

Note: Passage of pre-employment physical and drug screen also required.

Please apply via email to applicant@northeastbattery.com. Applicants must include a resume and cover letter.