Customer Service Representative - B2B Industrial (GREAT COMPANY!)

High Point, NC · Full-time · **$20–22/hr**

Customer Service Representative – B2B Industrial (GREAT COMPANY!)
Location: High Point, NC (100% onsite)
Salary: $20-$22/hour + Annual Bonus + Profit Sharing + Benefits
Benefits: Medical, Dental, Vision, Disability, Life Insurance, 401K w/ Match, PTO
Job Type: Full-Time
Typical Hours: Monday–Friday, 8 AM–5 PM
Start Date: ASAP
Sponsorship: Not available
Relocation Assistance: Not Available

Customer Service Representative – B2B Industrial Description

Our client, an established industrial equipment company, is looking for a **Customer Service Representative** to join their team in High Point, NC. In this role, you will assist business customers and the sales team with **orders, quotes, product information, and general customer support**. You will also have the opportunity to **learn and assist with e-commerce operations**. The ideal candidate will have office-based customer service or sales support experience, strong data entry skills, and **a willingness to learn**. This is a great opportunity to build a long-term career with a company known for its **excellent culture, long-tenured employees, and supportive team environment**. You will receive **hands-on training and ongoing support** while developing your skills and taking on new responsibilities.

Customer Service Representative – B2B Industrial Responsibilities

- Respond to customer inquiries via email and phone
- Process customer orders and provide product information
- Support Account Managers with quotes, orders, and customer follow-up
- Follow up with customers on outstanding quotes and order updates
- Research product specifications to answer customer questions
- Process e-commerce orders and update online product listings
- Maintain accurate customer and product information in company systems
- Update Excel spreadsheets with product information
- Coordinate with purchasing to resolve issues and expedite orders
- Collaborate with CSR teams across locations to share resources and information
- Maintain accurate records and ensure timely follow-up on customer requests and orders

Customer Service Representative – B2B Industrial Qualifications

- 2+ years of office-based **customer service or sales support** experience required
- Strong data entry skills, including **order entry, quotes, or product information**, is required
- Proficiency in Microsoft Office, including Excel, required

- Strong written and verbal communication skills required
- Tech-savvy with the ability to learn new software and technology platforms is required
- Ability to work 100% on-site is required

Apply: https://twonice.hire.trakstar.com/jobs/fk0zamu/?apply=true

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