



Customer Service Representative

Elliott Tool Technologies is looking for talented people who are passionate about work and solving customer challenges in a fast-paced, high energy work environment, and who are looking to further their knowledge and skills.

Why Choose Elliott Tool?

- You will be part of an exciting and fast-paced industry. You'll be helping customers solve their business challenges, offering customized solutions and closing deals.
- You will be successful. We will provide you with comprehensive training and the tools necessary to succeed and reach your full potential.
- You will grow. We will provide you with mentorship and an organizational structure that provides continuous learning opportunities.
- You will be part of a culture that values integrity and mutual accountability, a culture where people are passionate about their work and share a common vision—"Quality specialty tools for an "I need it yesterday world."
- You will be part of a company that values family and supports a healthy work-life balance.
- You will have stability. You will be joining a profitable company with a 125 year track record of innovation and success where many of our Team Members choose to stay and grow. Our average tenure is 11 years.

As the Customer Service Representative, you'll be:

- Fielding calls and emails from clients.
- Collaborating with existing and potential customers to provide quotes.
- Follow-up on your quotes, enter customer orders in to the system.
- Working cross-functionally with other departments to solve customer challenges.
- Completing tasks accurately and with a sense of urgency.
- Building quality relationships with clients in different industries.

What's a typical day like?

Imagine receiving a phone call from a customer who needs quality specialty tooling and equipment to complete a job. They needed it "yesterday". Every hour that production is down costs the customer \$100,000 or more. If they can't get the tooling and equipment they need, they lose a lot of money! They are counting on you to provide the best solution. Can you deliver?

In talking with them, they think that they need a custom part. It's 1 PM. UPS picks up at 5 PM. You lead a collaborative effort that includes Engineering, Manufacturing, and Shipping and Receiving to solve this customer's challenge. Within 30 minutes you follow up with the customer to confirm their order with a promise to deliver.

Working with the Team, the order is completed and ready to ship by 4:55 PM. The items ship today. You follow up with the customer and provide them with tracking information. The

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customer receives the tooling and equipment the next day and gets the operation up and running again!

In the Sales Team huddle the next morning, you share this success with the team and highlight aspects of the sales process that helped you discover the needs of the customer.

Later that day, the customer calls you to thank you for saving the day. They are so impressed with the quality of the tooling and the service they received that they begin referring their co-workers from other locations. You pass those referrals on to a sales rep so they can conduct the prospecting calls which frees up your time to continue to provide exceptional service!

Every day you will be doing work that really matters. You will be helping customers solve their business challenges. You will have an opportunity to do your best work and make a real impact.

We are looking for talented people. Do you have what it takes?

- You are self-motivated, diligent, passionate about work, and always looking for more. You seek ownership, accountability and take responsibility for your actions.
- You are a team player. You are others centered. You are teachable, coachable. You are confident but you don't promote yourself.
- You are emotionally intelligent. You have mutual respect with your peers. You have good judgment about other people. You interact appropriately with others. You are aware of the impact of your words and actions.
- You are process and results-oriented. You do what you say you'll do and deliver on your promises. You achieve consistently good results.
- You live within a 45 minute commute of Dayton, OH.

Let's talk. If you are passionate about work and solving customer challenges in a fast-paced, high energy work environment, and looking to further your knowledge and skills, then let's have a conversation. We'll keep it confidential.

Please reach out via LinkedIn or by emailing your resume with contact information to careers@elliott-tool.com. We'd love to connect with you.

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