



CUSTOMER SERVICE REPRESENTATIVE

PTR Baler and Compactor is seeking a **Customer Service Representative (CSR)** to join the team due to growth. PTR Baler and Compactor is a world leader in the waste equipment industry. PTR helps companies achieve their green initiatives by reducing waste streams and increasing recycling efforts. The company manufactures and services balers, compactors, and provides parts and resources to customers.

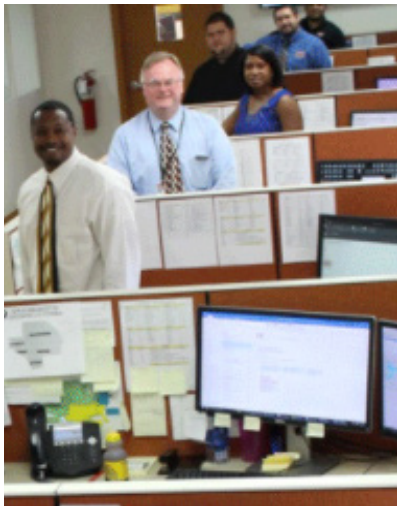
KEY RESPONSIBILITIES

- Work within Sales Department and provide customer service support
- Gather, analyze data and process orders
- Set up equipment installations
- Communicate with installers following the completion of service to confirm the highest level of product and service was delivered and the customer's expectations were exceeded
- Ensure documentation of installation or work performed is obtained
- Answer phones and emails - this is a shared responsibility among the department
- Work with internal and external customer's
- Provide status updates and information when requested. For example: where does an order stand, send a copy of an invoice, when will a product be installed and or provide purchase order
- Experience in working with large volume customers



REQUIREMENTS

- Must be able to multi-task: type orders, send emails, and answer phones.
- Strong negotiation skills and ability to deal with people
- Strong computer proficiency with MS Suite: Excel, Outlook, Word (minimum intermediate level)
- Must be a fast learner, detail oriented and highly organized
- Strong and clear communication skills
- Flexible and accommodating with approach
- Strong time management skills



BENEFITS

We consider our workforce our most valuable asset. We strive to provide top notch compensation and benefit programs to allow PTR employees to protect their personal and financial health, prepare for their futures, and create peace of mind.

We proudly offer:

- Medical • Dental • Vision
- Life Insurance
- 401k w/ profit sharing and matching
- Discretionary bonus
- Vacation
- 10 Paid Holiday (eligible immediately)

If you do not need medical insurance, you'll earn an additional \$55.00 per week!

Please email resume & cover letter to careers@ptrco.com

Watch our Philadelphia Plant Tour with CEO Mike Savage: www.youtube.com/watch?v=OR1NN042Jtl