



Customer Service Representative

Sparex is currently looking for a Customer Service Representative to join our team in Aurora, OH. The Customer Service Representative will be responsible for taking and approving dealer orders via the phone and website and providing product assistance to dealers. In addition, this role will provide support to our field sales staff and assist with taking dealer credit card payments and processing dealer credits.

Responsibilities of Customer Service Representative:

- Take, review and approve dealer orders via the phone, email, fax and the website.
- Provide dealer support via the online chat feature
- Work with the warehouses to adjust orders for bin denials and reallocate product to secondary warehouse locations.
- Provide dealers with backorder status and estimated product availability.
- Manage emails in the general sales email account.
- Provide support to our field sales staff by providing dealer order information, guidance on monthly promotions, inventory status etc.
- Process dealer credits and credit card payments.
- Misc. projects supporting customer service and sales team.

Qualifications of the Customer Service:

- Customer service experience preferred. Agricultural technical expertise a plus.
- Knowledge of the Ag industry and specifically tractors and tractor parts helpful.
- Proficient in Microsoft Excel a plus.

Education:

- Bachelor's degree in business administration, marketing, management or agricultural

Benefits:

Sparex offers competitive benefits including medical, prescription drug and matching 401k plan. Additional discounted benefits via AFLAC are also available.

Sparex is an Equal Opportunity Employer.

