



Job Opportunity

From the Placement Office of:
Northwest Iowa Community College
603 West Park Street, Sheldon, IA 51201
(712) 324-5061 or 800-352-4907

Program: **Administrative Secretarial/Office Mngt**

Company: Graybar
Des Moines, IA

Contact: Ann Kellogg

E-mail: ann.kellogg@graybar.com

Phone #: 612-728-2559

Job Title: CUSTOMER SERVICE REPRESENTATIVE

Job Description: **Responsibilities:**

- Take an active role in selling Graybar goods and services on all inbound and outbound calls.
- Provide support on product selection and application.
- Coordinate the prompt handling of all customer requests including, but not limited to, order entry, pricing, expediting, billing, order maintenance, credit and claims.
- Assist the customer in resolution of all disputes and claims.
- May participate in joint calls on Graybar customer base.
- Perform other duties as assigned.

Skills/Education/Experience:

Education: College degree or equivalent experience preferred.

Experience: Prior customer service experience is preferred.

Knowledge: Ability to handle a variety of customer situations with enthusiasm and tact.

Excellent communication skills. Ability to work with all levels of employees, customers and suppliers.

Normal Work Schedule: 8:00 a.m. – 5:00 p.m. Monday through Friday, some overtime required.

(Note: normal work schedule may vary depending on location)

Salary/Benefits: Graybar offers a benefits package, which includes medical/dental, life insurance, pension plan, tuition reimbursement, profit sharing and the opportunity for you to become an employee owner.

Application Procedure: For immediate consideration please apply online only at: www.graybar.com

Post in A, B

Date: 8/3/10