



**Job Description**  
**Customer Support Representative**

**November 2021**

**Company Overview**

Pearl designs and builds standard and custom high-speed machine attachments for punching holes, perforating, and slitting for the converting industry. Pearl also offers blown film extrusion process enhancements that improve film quality at higher outputs while reducing maintenance. Pearl Technologies success and reputation are built on outstanding customer service, innovation, quality, speed, and delivery. Pearl Technologies has revolutionized the plastics industry with over two dozen patents, a lineup of over 3,000 solution-driven products and 13,000 parts to thousands of customers in every continent of the world. Pearl's 41,000 square foot headquarters is located in Savannah, NY.

**Summary:**

The Customer Support Representative works with a wide range of customers to match their specific product needs with correct Pearl Technologies' products. The Customer Support Representative is the first responder and distributor of all incoming calls along with handling all inquiries for customers, distributors and OEM's, both current and new. Additionally, the Customer Support Representative will work closely with inside sales, field sales, engineering, product development, and manufacturing teams to meet a wide range of customer needs for off-the-shelf products. The primary purpose for this role is to support customers with sales and service for Pearl Technologies as it continues to grow as a leader in the flexible packaging and blown film industries. The Customer Support Representative will be responsible for data entry in relation to customers, orders and products using relevant industry knowledge, experience, and a proven ability to creatively and confidently convey the added value of Pearl Technologies' products and services to prospective customers.

**Responsibilities and Essential Functions:**

- First responder and distributor for all incoming calls
- Meet customers' needs with respect to responsiveness, clarity and accuracy through all aspects of order management
- Assist with maintenance of database for current and prospective customers
- Prepare cost estimate and recommended product pricing within acceptable profit margin ranges as communicated by management for standard/catalog requests
- Provide formal product quotes to customers that may include pictures, illustrations, and drawings to promote product advantages
- Perform quote follow-up on a weekly basis to win the sale or document reasons of a loss for further analysis

- Proactively assess, clarify, and validate customer satisfaction on an ongoing basis to improve customer experience
- Coordinate the involvement of company personnel, including technical sales, inside sales, planning, engineering, product development, and manufacturing teams, to assist in the sales process and lead generation activities
- Have a complete and comprehensive understanding of all company products and services available including the appropriate application of same to meet customer needs
- Perform other related duties as assigned
- Ensure that all company safety policies are being followed

### **Requirements, Knowledge and Core Competencies:**

#### **Experience**

- Minimum 1-2 years of experience in data entry, customer service
- Demonstrated proficiency in Microsoft Windows, Outlook, Word, PowerPoint, and Excel
- Experience with ERP system (NetSuite, Syteline, etc) a plus
- Speak and/or read Spanish a plus

#### **Attributes**

Precise and detail oriented – good math skills and precision in communication.

Planning and organization - Effective at organizing and planning work by defining needs and priorities.

Clear communications – ability to listen, process and communicate clearly. Strong verbal and written communications via phone, email, and website exchanges.

Integrity - Upholding a high standard of fairness and ethics in everyday words and actions.

Resilience – Work well as a team player in a fast-paced, energetic, pressure driven environment.

#### **Working Environment:**

Typical office indoor/outdoor working environment necessary to perform all essential job functions with reasonable accommodations compliant with EEOC enforced ADA guidelines. This position is primarily indoors, consistent with a standard office position and has a noise level of mostly low to moderate. Must be able to communicate clearly and relate well to others. Must be able to lift, up to 30 lbs., stand, sit, and walk for extended periods of time, bend, kneel, twist, and squat as needed to perform the essential functions of the position.

#### **Disclaimer:**

The preceding description is not designed to be a complete list of all duties and responsibilities required of the Customer Support Representative and is subject to change at any time to reflect the needs of the company. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.