Central States Industrial Equipment & Service Inc.
2700 PARTNERSHIP BLVD., SPRINGFIELD, MO 65803-8208 U.S.A. • 417-831-1411 • 800-654-5635 • FAX 417-831-5314

JOB TITLE:
Technical Customer Service Representative - Trainee

JOB SUMMARY:
Currently accepting applications for a customer service representative-trainee position in a challenging and fast paced distribution environment.

This position begins by learning product lines for the pharmaceutical, food, dairy, and beverage processing industries. In addition, there is extensive training on distribution and customer relationship management software, as well as CSI procedures. Ultimately, the position performs such tasks as taking customer calls, entering and expediting customer orders, purchasing drop ship orders and making product recommendations to meet customer needs.

This position requires a mechanical aptitude, exceptional organizational skills, computer proficiency, and initiative. The ability to multi-task is a must! The successful candidate will be developed into a Customer Service Representative within 12 to 18 months.

EDUCATION:
High school diploma/GED; required
College credits; preferred

EXPERIENCE:
Customer service, including order entry experience; required
Good telephone etiquette; required
Computer proficiency; required
- MS Word and Excel Intermediate; required
- Windows 2000 or XP, required

10-key/data entry experience; required
Mechanical aptitude; required
Stainless steel or metals-related industry experience; helpful
Sanitary process industry experience; helpful

COMPENSATION:
$12.00 to $16.00 per hour, commensurate with experience and skills
Excellent benefit package including medical, dental, vision, life, short-term disability, long-term disability, and 401(k) with matching

HOW TO APPLY:

Send resume to:	OR	Email resume to:
Central States Industrial ATTN: Human Resources 2700 Partnership Blvd.; Springfield, MO 65803		hr@csidesigns.com

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