

Position: **Customer Service Representative**
Location: **Appleton, WI**
Reports to: **Customer Service Manager**
Hours: **Full Time**
Website: www.Water-RightGroup.com

If you are seeking a position with a stable and profitable company, where you can be a member of a high energy family oriented team, then Water-Right is the company for you.

Position Summary:

Order entry and order organization. As experience is gained in this position, the role will increase with additional customer service responsibilities such as answering phone calls, looking up pricing, RMA/RGA questions, and basic shipping inquiries.

Essential Functions and Basic Duties:

- Enter sales orders
- Release sales orders and packing slips
- Work order entry/release
- Scheduling of order ship dates
- Work with customer and purchasing on items that are not in stock (back orders)
- Separate order for shipment, when received
- Separate order to ship, with first available
- Direct ship order
- Work order completion
- Organization of sales orders and work orders to be billed
- Organization of sales order and work order paperwork

Future Duties:

- Taking "Customer Service" phone calls
- Pricing questions
- Return materials issues
- Basic shipping questions
- Tracking numbers

Specific Skills:

- Previous customer service experience is preferred
- Ability to manage multiple orders at same time
- Experience with SAGE ERP 100 will be a plus
- Microsoft Outlook, Word, Excel, and Adobe Acrobat
- An intelligent and articulate individual who can relate to people at all levels in an organization and possesses excellent communication skills.

Personal/Culture Fit:

- **Personality:** A pleasant attitude, upbeat, friendly and can work well with other departments and customers of Water-Right.
- **Organized:** Must be able to keep all sales orders and paperwork well organized.
- **Fit:** Most importantly have fun within our family orientated culture, act with integrity, foster teamwork, strive for excellence, and have passion to make an impact long-term.

Benefits:

Water-Right offers a competitive benefits package to all full-time employees, such as health and vision insurance, disability insurance, 401K, vacation, sick time, paid holidays, FSA, and additional inter-company events.

Water-Right is a fast growing, family-owned manufacturer of water treatment equipment. Since 1963, our mission has focused extensively on treating problem water. That mission has continually driven the Water-Right team to think beyond conventional materials and equipment. As a result, Water-Right has secured a reputation as an innovative and dynamic manufacturer of highly effective water treatment solutions — solutions to which no other manufacturer in the industry can compare.

Salary: \$14.00 – \$15.00 /hour

To Apply

Please mail or e-mail your resume to:

Water-Right, Inc.

Attention: Derick Wasinger

1900 Prospect Court

Appleton, WI 54914

E-mail: [Derick.Wasinger @water-right.com](mailto:Derick.Wasinger@water-right.com)

On Our Website:

You can upload your resume on our [website](#).

LEARN MORE

To find out more about Water-Right Group companies, brands, innovations, and markets, visit our new company website at www.water-rightgroup.com

"If you're hard working and thrive in a fun and challenging environment, consider Water-Right."

Kurt Gruett, President