



<https://www.premierpersonnelgroup.com/find-a-job/customer-service-marketing-assistant/>

Customer Service Marketing Assistant

Responsibilities

- Position based in Edison, NJ (Mon-Fri 8 am to 4:30 pm).
- This position reports to the Finance and Operations Manager and to the Marketing Manager.
- The candidate needs to be able to work with MS Outlook, MS Teams, MS Office (Word, Excel), and Customer Relations Systems (CRM).
- Perform administrative tasks in the CRM, such as updating project information as well as customer records.
- The candidate needs to be able to work with and learn the configurator on the website (Professional Area). The configurator is similar to the design tool "SketchUp".
- Provide customer support for all customers working with the configurator and website.
- Efficiently create and manage IT support tickets for internal staff, ensuring prompt and accurate documentation of issues.
- The candidate needs to be able to work with and learn the ERP system (QuickBooks). Soon we will be switching to Microsoft Dynamics.
- At this company we interact with many customers, reps, and electrical distributors every day. The person in this role needs to be easy to work with, have a positive attitude, and always be customer-centric.
- Strong written and verbal communication skills.
- Enter customer purchase orders into our operating system.
- Handling sample requests from the sales channels and follow-up.
- Communicate and follow up with our head office in Barcelona on any open projects assigned to the candidate.
- Send balance-due invoices to customers and follow up for payments.
- Gather and prepare monthly rep commissions.
- Resolve any customer aftersales issues.
- We are looking for a professional, proactive, positive, flexible, detail and solution-oriented candidate with good communication skills and a collaborative approach that can excel at teamwork in a small office environment.
- The candidate must be motivated to learn and develop a long-term tenure at this company
- Spanish language is a plus, but not a requirement.

Hiring organization

Premier Personnel Group

Beginning of employment

ASAP

Duration of employment

Full Time

Industry

Lighting

Job Location

Edison

Base Salary

\$ 25

Working Hours

8 am to 5 pm