



VSM (Vereinigte Schmirgel-und Maschinen-Fabriken) was established in 1864 as a leading manufacturer of coated abrasives for the industrial processing of metal and wood-based materials. Headquartered in Hannover, Germany the company has grown to approximately 800 employees worldwide, with over 10 international subsidiaries. VSM Abrasives Corporation is responsible for the United States market.

VSM Abrasives Corporation in O'Fallon, MO has an immediate opportunity in our Customer Service department.



Customer Service Representative

Essential Duties and Responsibilities:

(others may be assigned as needed)

- > Maintain a positive, empathetic, and professional attitude toward customers at all times.
- > Respond promptly to customer inquiries.
- > Retain product knowledge to answer questions quickly.
- > Maintain records of customer interactions, transactions, comments, and complaints.
- > Provide customers and sales team with quotes.
- > Acknowledge and resolve customer complaints promptly; communicate and coordinate with colleagues as necessary to resolve issues and answer product questions.
- > Build sustainable relationships of trust through open and interactive communication.
- > Assist with the placement of orders, refunds, or exchanges.

Qualifications:

- > High school diploma, general education degree or equivalent.
- > Proven customer support experience or experience as a Customer Service Representative.
- > Ability to remain calm under pressure or if a customer is upset.
- > Must be able to communicate in a professional manner.
- > Help with expediting sample orders to customers.
- > Ability to manage a high volume of written communication.
- > Ability to multi-task, prioritize and manage time effectively.
- > Strong phone communication skills with active listening.
- > Willingness to learn and support the team.
- > Must be able to do basic math skills.

Benefits:

- > 401(k) with matching
- > Dental, vision, health and life insurance
- > Paid time off
- > Tuition reimbursement

Ready to apply? Apply online by visiting <https://www.us.vsmabrasives.com/career> or email your resume to kristine.meyer@vsmabrasives.com.