



Drexel Chemical Company

Customer Service Specialist

Drexel Chemical Company is listed in the Top 50 companies in Memphis and has been in business since 1972. Drexel offers a competitive salary, excellent benefits and a full time position with salary advancements.

Job Description

We are seeking an experienced Customer Service Specialist to join our team! You will be responsible for order entry, processing and helping customers by providing product and service information and resolving issues.

Responsibilities

- Monitor Customer Service Email
- Order entry and processing until order is closed out
- Handle customer inquiries and complaints
- Provide information about the products and services
- Troubleshoot and resolve product issues and concerns
- Document and update records. Other duties assigned.
- Develop and maintain a knowledge base of the evolving products and services
- Other duties assigned.

Qualifications

- Previous experience in processing orders, data entry & tracking order activity
- Must have previous CUSTOMER SERVICE/sales experience is required
- Ability to prioritize and multitask
- Ability to build rapport with clients
- Familiar with bills of lading & shipping methods
- Ability to work in a fast-paced environment
- Must be dependable
- Positive and professional demeanor
- Excellent written, verbal and computer skills
- Location is downtown Memphis on President's Island. Hours 8 to 5 Monday thru Friday with an hour for lunch.
- NO REMOTE WORK AVAILABLE

Salary starting at \$18.00/hr. but depends upon experience. Please include previous salary history & requirement to be considered.

Please send your resume to:

Connie Spencer – Office Manager
Drexel Chemical Company
cspencer@drexchem.com