

The Whalen Company – Customer Service Representative - Job Posting

The Whalen Company has an opening for a Customer Service Representative at its Easton, Maryland manufacturing plant location. This position reports to the Vice President of Sales. Established in 1962, The Whalen Company is one of America's most innovative leaders in the commercial heating and air conditioning industry providing packaged heat pumps, vertical stacked fan coil units and heat pumps for applications worldwide including hotels, motels, condominiums, apartments, senior living facilities, office buildings, schools and dormitories.

Summary:

The Customer Service Representative plays a crucial role in bridging the gap between the customer requirements / orders and the production processes. This position requires a blend of customer service, technical knowledge, and strong communication skills to effectively understand and relay customer needs to the production team. The primary responsibility of the Customer Service Representative is to facilitate the smooth transition of customer orders into production, ensuring customer satisfaction and efficient product delivery.

Job duties include the following:

- Verify customer order quantities and options submitted via electronic pricing program, and match production forms prior to accepting an order.
- Assist with final pricing for all projects after orders submitted via electronic pricing program.
- Enter order line-item part numbers and pricing into Visual manufacturing system.
- Assist with reviewing new orders for proper information to schedule job into production. Work with representative to obtain all necessary information to complete production forms.
- Assist Outside Sales Representatives with special freight quotes.
- Prepare customs documents for international shipment of product, as well as sales and marketing material for international company events.
- Work with shipping department to ensure customer shipments are on-time and relay pertinent logistic information to customers and sales team.
- Working closely with the production team to ensure timely and accurate production of customer orders.
- Monitoring production timelines and resolving any issues or delays that may arise during the production process.
- Coordinate with production control to ensure projects are scheduled to meet customer requested ship dates and communicate those dates to the customer.
- Responsible for tracking and monitoring all orders as they progress through the production process.
- Send weekly status reports to keep customers informed of production status and expected shipping dates.
- Monitor account receivables for customers with upcoming shipments to ensure customer accounts are kept current as reported by accounting.
- Assist customers with price quotations when necessary.
- Train and/or assist, where necessary, customers completing production configuration forms.

- Work with engineering to finalize special engineering requests prior to an order being released to production.
- Work with engineering to ensure special drawings are included in necessary submittal documentation.
- Assemble and send final record submittal to customer.
- File electronic copy of record submittal, final price quote, purchase order, and other relevant information in project folder on company network.
- Maintain historical project database on a monthly basis to ensure it is kept up-to-date.
- Complete monthly AHRI shipment reports via online reporting tool.
- Other duties as assigned.

KNOWLEDGE AND SKILL REQUIREMENTS

- Bachelor's degree in Business Administration or related field.
- Proven experience in sales or customer service roles, preferably in a technical or manufacturing environment.
- Strong technical aptitude and ability to understand complex product specifications and manufacturing processes.
- Excellent communication and interpersonal skills, with the ability to effectively engage with customers and internal stakeholders.
- Solid organizational skills and attention to detail, with the ability to manage multiple tasks and priorities simultaneously.
- Proficiency in CRM software and other sales and production management tools.
- Demonstrated problem-solving skills and ability to navigate complex customer requirements.
- Leadership qualities with the ability to inspire and motivate cross-functional teams.
- Flexibility and adaptability to thrive in a dynamic and fast-paced work environment.

Employee Benefits Include:

- Weekly Pay
- Medical, Dental, Vision Insurance
- Company Paid Life & Disability Insurance
- 401(k)
- 9 ½ Paid Holidays per year
- Company Paid Vacation and Sick Leave

How to apply for a job at Whalen:

Email Human Resources: hr@whalencompany.com

You may also:

Apply In Person Monday through Friday, 9:00 am to 5:00pm:
The Whalen Company, 8900 Glebe Park Drive, Easton, MD 21601

Apply online – go to Careers page: www.whalencompany.com

Call with Questions for Human Resources: (443) 258-2758