



Customer Service Specialist

Position Description

Department: Customer Service	Reports To: Service Manager
FLSA Status: Hourly	Position Status: Full Time
Position Location: Indianapolis	Updated: August 23, 2023

Summary of Position Functions

The Customer Service Associate is one of the most important jobs at Copper Mountain Technologies. Our customers are engineers all over the world who use our instruments to design, manufacture and support communications equipment and systems. Each customer order for a new set of instruments and accessories, or instruments for trial, or a rent, as well as repair and/or calibration is different, and it is up to the Customer Service Associate to take care of the customer's needs and assist the customer with each specific order.

It is critically important to proactively communicate with customers regarding order fulfillment, repair timelines, order status, tracking information, commercial invoices, etc. Accurately assembling all the necessary products and carefully packaging and shipping them while reflecting everything in the ERP system are also very important for success in this role.

The Customer Service Associate works closely with service, sales and finance. Great communication skills, ability to work independently, the ability to prioritize tasks and strong attention to detail are a must!

Our USB VNAs are next generation analyzers designed to meet the needs of 21st Century engineers. Our VNAs include an RF measurement module and a processing module, a software application which runs on a PC, laptop or tablet, connecting to the measurement hardware via USB interface. CMT was awarded innovation and product leadership awards by Frost & Sullivan in 2015, 2017 and 2020. Become a member of the global team headquartered in Indianapolis.

Essential Position Functions

- Physically manages all outbound shipments (using DHL, UPS, FedEx)
- Generates required shipping and commercial documentation
- Communicates with customers regarding their order status & expected fulfillment dates



- Communicates order tracking information to the customers in a timely manner
- Assists customers with resolving customs related issues
- Resolves shipping related issues and any customer complaints in a timely manner
- Physically processes all incoming shipments from suppliers and return equipment from customers and records appropriate entries in company ERP System
- Maintains accurate inventory records in ERP system
- Performs physical inventory count on a monthly basis (EOM function)
- Maintains enough shipping supplies and warehouse equipment & supplies
- Provides management with requested inventory reports
- Maintains company stockroom through organizing, cleaning and cataloging items on a regular basis
- Coordinates with support engineers and ships instruments for trials and demonstrations to customer locations
- Supports service team in administering RMAs and addressing customer inquiries
- Maintains accurate demo pool inventory in ERP system, as well as physical demo shelf

Other Responsibilities

- Serves as Support/Backup for Order Confirmation and Procurement
- Other duties as assigned

Supervisory Responsibilities:

- None at this time

Education and Qualifications

- High school diploma or G.E.D required; Associates Degree preferred
- Must be comfortable using Microsoft Office Suite other software
- Previous experience in a multi-carrier shipping environment and international shipments preferred
- Experience working with inventory management



Knowledge, Skills, and Abilities

- Exceptional attention to detail and ability to stay focused on a task
- Excellent organizational and time-management skills
- Ability to work with ERP systems
- Ability to prioritize work tasks in a fast-paced environment
- Professional level verbal and written communications skills
- Ability to quickly learn new concepts/skills as needed
- Strong problem-solving skills, result-driven personality

Certifications, Licenses, Registrations

- Valid driver's license