

Senior Customer Service Assistant

Work in Central Minnesota's "Heart of the Lakes" area! Malco Products, SBC., located in Annandale, MN offers you a great employment opportunity without the long commute. As the nation's leading manufacturer of specialty precision hand tools for the HVAC industry, Malco is seeking multi-talented individuals to work in our customer service area. Qualifications and duties of the Senior Customer Service Assistant include:

- Correspond with large customers; resolving inquiries effectively and promptly
- Identify upselling opportunities to maintain and increase purchases through customer relationships
- Communicate with supply chain regarding customer requests for product
- Answer phones, enter customer orders and answer sales and product questions
- Call customers to receive/give information and respond to web-site inquiries
- Secondary education and three years' related experience required

This position requires strong team player skills and a willingness to deliver excellent customer service. The starting in-training pay is \$19.74/hour. We offer a flexible benefits program where you can pick and choose some options in our plan. Along with the excellent starting wage and benefits program, we have a clean, safe working environment.

To apply, please print and complete an application found at malcotools.com and mail, fax or email to:

MALCO PRODUCTS, SBC
Attn: Human Resources Manager
P.O. Box 400
Annandale, MN 55302-0400
Facsimile: (320) 323-4441
Email: hr@malcotools.com



Equal Opportunity Employer