



Located in **Dayton, Ohio**, Elliott Tool Technologies has an exciting opportunity to join their team as a **Customer Experience Specialist**. You will enjoy a culture that values integrity, passion, and a common vision, where team members on average have a tenure of more than a decade.

Elliott Tool Technologies has spent more than 125 years delivering quality tools to customers who need them to continue operating in an “I need it yesterday” world. The Customer Experience Specialist will help customers solve their business challenges and make a real impact. While there is no need for specific industry knowledge, a curiosity to learn and a competitive spirit will set a candidate up for success.

If you are someone who is process driven, customer service oriented and eager to continue growing your knowledge and skills while working for an established, industry-leading company, we would love to talk with you soon — as in, “We need you yesterday!”

Key Activities

- Work through a ticket system that represents customer’s request
- Collaborate with existing and potential customers to provide quotes.
- Enter customer orders into the system.
- Work cross-functionally with other departments to solve customer challenges.
- Complete tasks accurately and with a sense of urgency.
- Build quality relationships with clients in different industries.

Requirements

- 2+ years related customer service or inside sales experience
- Working knowledge of software packages such as MS Office Suite and a CRM tool
- ERP system experience preferred
- Prior experience in mechanical trade industry is preferred
- Live within a 45-minute commute of Dayton, OH

Skills & Abilities

- Self-motivated and analytical individual who is passionate about problem-solving and delivering results
- Strong communication and customer service skills to manage both internal and external relationships
- Excellent organizational skills and attention to detail
- A team player who is coachable and open to new ways of thinking

Why join forces with our client? To enjoy the stability of a profitable company with more than 125 years of success and innovation. To be part of a culture that values family and supports work-life balance. Additional perks include a Competitive Salary, Performance-Based Bonus, PTO, Comprehensive Benefits Package.