



RLE Technologies is a leading global provider of raised floor and airflow, leak detection, and monitoring solutions for critical facilities. With more than 30 years of experience in our industry, we hold 30 patents for our innovative products manufactured in Ft. Collins, CO. At RLE, we offer our employees:

- Challenging work in a supportive team environment
- Competitive pay and bonus structure
- 100% employer paid medical, dental, and vision insurance for employees and affordable options for dependent insurance coverage
- Life Insurance, AD&D, Short and Long Term Disability
- A generous 401(k) plan with a 4% employer match
- Wellness Program
- Locally owned, well establish, and highly respected business in Ft. Collins, CO

We are currently searching for an experienced **Customer Service Representative** who will be responsible for pre- and post-sales services to ensure the complete satisfaction of our customers.

Responsibilities Include:

- Answering incoming customer inquiries via phone, email, Live Chat, web forms, etc. in a timely and professional manner
- Maintaining accurate customer records in the company's ERP system
- Responding to questions about products, prices, availability, product uses and credit terms
- Recommending products to customers based on their needs and interests; directing inquiries to the appropriate Account Manager
- Creating, editing and following up on sales quotes for house accounts and unassigned accounts
- Consulting with customers after the sale to explain product features, resolve problems, and provide on-going support
- Responding to tier one technical support questions.
- Escalating technical support inquiries by assigning the case to the Engineering Team
- Assisting with preparations for sales presentations and trade shows
- Assisting with administrative duties including answering phones, filing, scheduling, etc.
- Assisting with manufacturing duties as needed including stocking, labeling, and inventory.

The ideal candidate will be an outgoing, friendly, and optimistic problem solver who works well under pressure to achieve customer satisfaction. *Specific requirements include:*

- 5+ years related experience and highly developed communication and organizational skills
- CRM/ERP platform experience (SalesForce, NetSuite, etc.)
- Strong MS Excel skills
- The ability to communicate effectively with customers and co-workers
- Knowledge of customer services ethics, principles, and procedures



Qualified candidates should send a cover letter highlighting relevant experience, and a current resume to jobs@rletech.com.



www.triadfloors.com



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