

Workholding Customer Service Representative

HARDINGE INC., founded more than 125 years ago, is an international leader in the machine tool industry. The Company, headquartered in Elmira, NY, designs and manufactures a wide range of machine tool products and accessory items and is extremely active in the international marketplace. The Company's common stock trades on NASDAQ under the symbol of "HDNG." (The company Web site can be reviewed at www.hardingeus.com.)

The Customer Service Representative is responsible for working with customers, distributors, and Hardinge field personnel to enter quotes & orders and complete customer service activities following company guidelines to ensure a high level of customer satisfaction. Interaction can take place over multiple channels including in person, over the phone, e-mail or live chat. The requirements for this position that reports to the Workholding Sales Manager are as follows:

EDUCATION:

Associate's Degree in a related field preferred.

EXPERIENCE:

Three to five years of related experience in a call center customer service environment preferred. Excellent customer service skills and computer skills required. Proficiency in Microsoft Excel and Word preferred. Working knowledge of JD Edwards is a plus. Manufacturing background or knowledge a plus.

REPORTS TO: Workholding Sales Manager

LOCATION: Elmira, NY

RESPONSIBILITIES:

- Perform and/or support customer service duties including but not limited to handling all aspects of customer questions and requests, processing purchase orders and handling customer complaints.
- Process quotes and perform follow-up activities to generate sales.
- Monitor production timelines and expedite deliveries per customer requests.
- Develop excellent knowledge of products to help our customers select the right Workholding product for their needs.
- Work well with others in a fast-paced call center environment where communication and teamwork is a must.

We offer a competitive salary and benefit package including health insurance, life insurance, 401(k), paid vacation, paid holidays and long-term disability.

Hardinge Inc. is an Equal Opportunity Employer, Veteran/Disability