



Gilmore - Job Description

Position: Customer Service Representative
Reporting Line: Inside Sales & Aftermarket Business Manager
Department: Customer Service
Facility: Gilmore, Lumpkin Rd.
Location: Houston, TX
FLSA Status: Exempt
Work Status: Direct Indirect
Mercer ID #:
AX Grade:

Company Overview

Gilmore is an independently operating business wholly owned by Proserv which specializes in the delivery of severe service of flow control solutions across the Energy market. Gilmore's manufacturing and headquarters are located in Houston, Texas USA and has a network of distribution partners which span the globe supporting global regional markets.

Our people are fundamental to the success of our organization and remain at the heart of our achievements. At Gilmore, we aim to develop our business around a valued and motivated workforce that encourages personal development and allows our people to flourish and realize their fullest potential.

Role Synopsis

The Customer Service Representative works within the sales, customer service and engineering teams to ensure delivery of customer requests.

Essential Duties & responsibilities (includes, but not limited to the following)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or ability required. Reasonable accommodation(s) may be made to enable individuals with disabilities to perform the essential functions.

- Liaison with engineering and outside sales to review customer bid technical specifications for quoting, including drawing review.
- Define product and service requirements with customers.
- Build relationships with existing and potential Proserv customers.
- Responsible for accurate order entry into Proserv's ERP system.
- Work with operations and supply chain to provide accurate information to manage customer accounts, including on-time delivery and expediting orders.
- Assist in document control by verifying customer's documentation requirements.
- Ensure export compliance with accurate shipping documentation and understanding customers export requirements.
- Accountable for professional interfacing with potential and existing Proserv customers.

- Acknowledge and respond to customer requests, orders, standard quotations, terms and conditions, and/or delivery status/schedule in a timely manner.
- Review open orders for delivery status and maintenance.
- Assist with complaints by collaborating with Customer Service Manager for successful resolution.
- Assists with preparation of product support materials and promotional information consistent with Sales Department goals.
- Maintain and manage special projects.
- Other duties as assigned

Compliance Requirements

Gilmore has a Business Ethics Policy (the “Policy”) which provides guidance to employees in day-to-day roles, as well as helping the employee and the business comply with the law at all times. The incumbent must read, understand, and comply with, at all times, the Policy along with all other corresponding policies, procedures and directives.

QHSE Responsibilities

- Demonstrate a personal commitment to Quality, Health, Safety and the Environment
- Apply Gilmore, and where appropriate Client Company’s, Quality, Health, Safety & Environment Policies and Safety Management Systems
- Promote a culture of continuous improvement, and lead by example to ensure company goals are achieved and exceeded

Qualifications/Work Experience

Education

Essential

- High School diploma or GED

Preferred

- Bachelor's degree in Business or similar from an accredited college/university

Experience

Essential

- Up to four (4) years order entry experience or customer service experience.
- Working knowledge of transportation and logistical compliance, including incoterms.
- Excellent office communication and customer service skills.
- Ability to work independently and as a team.
- Working knowledge of PC based software tools, including ERP systems, MS Office, and Outlook.
- Strong communication skills and ability to communicate effectively with various skillsets.
- Ability to multi-task

Physical Requirements

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation(s) may be made to enable individuals with disabilities to perform the essential functions.

- Capable of traveling to various facilities around the regions, as well as international locations for meetings or training as necessary and directed.

- Ability to lift and carry files, packages, boxes weighing up to fifty (50) pounds.
- Natural or corrected vision to read printed materials and computer screen.
- Natural or corrected hearing and speech to communicate in person and over the telephone.
- Capable of properly using standard office equipment, including telephone, and a computer with keyboard.
- Ability to wear required Personal Protective Equipment (PPE). Includes hardhat, steel-toed shoes, safety glasses, etc.

Work Environment

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation(s) may be made to enable individuals with disabilities to perform the essential functions.

- Work will mostly be performed indoors in a controlled environment. Some exposure to the manufacturing and shop areas, which are air conditioned.

To apply

Please send an updated CV to hr@gilmore.com

Declaration

I declare that I have read, understood and accept the contents of the above job description, which I am required to undertake.

Signature:		Date:	
Name in Capitals:			