



Customer Account Representative

Daikin is committed to good corporate citizenship, providing new employment opportunities at our various sites. The company also makes every effort to contribute materially to the well-being of all aspects of the communities in which we work and live.

Summary / Objective:

The primary responsibility for this position will be to act as a liaison between Daikin America Inc. customers, sales representatives and internal stakeholders. The ideal candidate for this position is expected to anticipate and respond to the needs of the customers and be passionate in providing exceptional customer service. Perform tasks with general supervision in accordance with company policies and procedures.

Qualifications:

- Minimum of a high school education, college degree preferred. Minimum 3-years' experience related to customer service functions.

Typical Duties:

1. Process orders in SAP received via phone, e-mail or fax
2. Verify pricing and special requirements prior to allocating orders
3. Process Customer Corrective Actions when necessary
4. Forward technical problems to appropriate person
5. Keep customers and sales representative informed of any type of service delays
6. Always keep your sales person current on territory issues
7. Handle clerical type responsibilities such as maintaining files in a timely manner
8. Process and obtain approval for special requirements
9. Ensure all transactions are monitored to completion
10. Participate in monthly customer service meeting
11. Process consignment usage billing monthly ensuring accuracy
12. Balance customer inventory to SAP
13. Additional assignments as deemed necessary by management

Daikin America, Inc., the world's foremost developer and manufacturer of fluorochemical products, has exceptional opportunities for dynamic, team-oriented individuals who share our values and beliefs in Safety, Environment, and Quality. Daikin America's excellent compensation and benefit structure provides health and medical insurance (including dental and vision), paid vacation and holidays, retirement plan, and bonus eligibility.

Daikin America, Inc. is an equal opportunity employer.

Job Type: Full-time