



**JOB POSTING DATE: January 2, 2019**

**Job Title: Customer Service Representative**

**Company Name: Thorlabs**

Street Address: 56 Sparta Ave

City: State: Zip: Newton, NJ 07860

Hours: 11:30 AM – 8 PM with the possibility to move to earlier shifts with seniority.

Imagine being the second leg of a baton race, eagerly awaiting the handoff of the baton and the sprint to the next runner. As a Customer Service Representative (CSR) at Thorlabs, you are an integral part of our customers' "race to the finish line," whatever form that may take, from prototype development to photonics or life science research in a laboratory. From a quote request to the setup of a new customer, our CSRs are ready to serve our customers in whatever way needed while processing all sales orders same day! Although the position works under general supervision in our Newton, NJ, facility, there may be opportunities from time to time to undertake duties at other Thorlabs locations.

**Essential Job Functions include the following, but are not limited to:**

- Process sales orders, quotes, and general inquiries same day and in a professional and friendly manner
- Ensure all required documentation, such as end user statements, are obtained prior to order fulfillment
- Fulfill specialized requests from key accounts, distributors, and resellers
- Be the customers' advocate by answering questions and concerns quickly, facilitating a satisfactory resolution
- Understand and appropriately use the company pricing system and policies
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**Experience Required:**

Experience in a similar position preferred.

**Education:**

- High School diploma or equivalent

**Specialized Knowledge and Skills:**

- Strong desire to serve the customer and wow them through your communications
- Strong sense of urgency to meet the needs of customers
- Strong attention to detail to ensure order accuracy
- Ability to work under time constraints, to multitask, and to solve problems
- Ability to work across departments so as to provide tailored solutions and accurate information to customers
- Must be able to work on a self-initiated basis and in a team environment

**How to Apply:**

Complete an application on the company's career site for consideration:

[https://www.appone.com/MainInfoReq.asp?R\\_ID=2280697](https://www.appone.com/MainInfoReq.asp?R_ID=2280697)

*Thorlabs values its diverse environment and is proud to be an Equal Employment Opportunity/Affirmative Action employer. All qualified individuals will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*