

Customer Service Representative

About H2scan:

H2scan is the world leader in providing solid-state hydrogen sensors. Our sensors are considered the gold standard for improving electrical distribution reliability, optimizing measurements in refinery and petrochemical plants, and are ideal to monitor/measure hydrogen concentration in fuel cells, electrolysis, and hydrogen distribution pipelines to reduce carbon emissions. When you join our team, you will be working side by side with talented engineers, scientists, and manufacturing professionals. You will be developing exciting, cutting-edge products to enable the expansion of the Hydrogen Economy, which is a cornerstone to the planet's decarbonization. From fuel cell vehicles to hydrogen-powered appliances, the opportunities are limitless. We offer highly competitive compensation, a flexible work schedule, and a fast-paced, fun work environment.

Location: Onsite (Valencia, CA)

Type: Full-time

Salary: \$70-85K

Reports to: VP Sales

Job Description:

A Customer Service Representative (CSR) is the first point of contact for any customer who has a question or an issue with a product or service the company sells. They have many responsibilities that include answering inbound calls, arranging shipments, addressing customers' questions about products and services, handling RMAs, etc. The CSR is to ensure excellent service standards, respond efficiently to customer inquiries, and maintain high customer satisfaction.

Responsibilities:

- Acts as a liaison between the company and its customers
- Responds to inquiries or issues received through phone calls and email with clients concerning company's products
- Informs customers of standard procedures or resolution of problems; determines best method to resolve problems to ensure customer satisfaction and adherence to company policies
- Coordinates problem resolution with appropriate departments
- Enters customer or prospect information and sales orders in the CRM/ERP system
- Sends Order Acknowledgements to customers
- Manages all aspects of company's service/warranty contract functions. Ensures that company fulfills all obligations associated with the warranty or non-warranty RMAs
- Administers all contractual aspects of the service orders and warranty regarding H2scan products

- Establishes and maintains excellent rapport with current and potential customers
- Responsible for maintaining Export Compliance documentation
- Responsible for daily reporting to sales team, including tracking sales backlog

Qualifications:

- Excellent verbal and written communication skills
- Experience with sales contract review
- Preferred: Knowledge in ITAR, CCL, and EAR 99- export control regulations
- Positive, can-do attitude
- Minimum 5 years of customer service experience at high-tech manufacturing company
- Strong knowledge of MS Office suite
- Experience with ERP and CRM systems
- College degree in STEM field is preferred

Benefits:

- Health Insurance benefits
- 401(k)
- Life insurance
- Family leave (paternal, maternal)
- Bonuses
- Equity/stock options
- Three weeks paid vacation
- Paid sick days
- FSA/HSA
- Cell phone reimbursement

H2scan is an Equal Opportunity Employer