

## **Customer Service Coordinator**

### **Job description**

LDI Solutions, a company with over 20 years of innovation based in Rochester, NH, is a leader in creating eco-friendly interiors and essential medical products. Our mission is to develop custom interiors that promote sustainability and design excellence, alongside medical products that enhance safety and protection in the workplace.

LDI Medical: Innovative medical products to contribute to a safer, higher quality level of care throughout healthcare and deathcare.

LDI Interiors: Durable upholstery to contribute to healthier, beautiful commercial interiors.

We are looking for a Customer Service Coordinator to provide great service to our customers.

### **Responsibilities:**

- Processing all orders and completing the invoicing process
- Field and respond to incoming calls and electronic communications.
- Resolving complaints and ensuring customer satisfaction.
- Responding to inquiries for information and quality support.
- Maintain and update customer database.
- Collect data and prepare monthly reports as assigned.
- Learn about products and customers to be able to answer questions.

### **Qualifications:**

- Strong computer skills
- Experience with Office 365 Suite and CRM software such as Pipedrive or Salesforce required.
- Experience with QuickBooks preferred but not required.
- B2B Customer Service experience preferred but not required.
- Effective communication skills
- Strong organization skills
- Demonstrate a sense of urgency to complete tasks to deadlines.

- Ability to manage time and meet frequently changing deadlines in a fast-paced environment.
- Willingness to take direction and work within a group towards team goals.

**Pay & Benefits:**

- Depends upon experience.
- Profit sharing
- Paid vacation and holidays
- 401K with company match
- Insurance package

**Job Type:** Full-time, Monday-Friday

Pay: \$20.00 - \$24.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Shift:

- 8-hour shift

Experience:

- Order Entry: 1 year (Required)

Ability to Commute:

- Rochester, NH 03867 (Required)

Work Location: In person