

# Customer Support Associate

Schumacher Elevator Company is seeking a Customer Support Associate to be a first point of contact for our customers and assist our Field Service team. The successful candidate will possess excellent communication and customer service skills as well as a strong focus on accuracy and a positive attitude.

## What you'll be doing:

- Providing outstanding customer service to internal and external customers
- Assisting with incoming phone calls; answering questions, efficiently directing callers to the right department/person, or dispatching service technicians
- Covering our front desk as needed and acting as the first point of contact face/voice of our company
- Using a cutting-edge Field Service Management software to assign incoming service calls to technicians
- Invoicing billable service calls in SAP system

## What you need for this position:

- Top notch customer service skills
- Strong communication skills (written and verbal)
- Excellent organization and attention to detail
- Solid computer skills (Hands-on experience with an MRP enterprise system a plus)
- Ability to analyze, research facts, and accurately assign tasks and material costs
- Ability to work in a fast-paced environment and prioritize tasks

## The details:

For over 85 years Schumacher Elevator has been a well-known and respected family owned and operated company that designs, manufactures and services custom passenger and freight elevators.

Position is full-time, first shift. We offer a competitive wage and benefits package that includes medical, dental, life and disability insurance, 401(k) match, PTO, paid holidays and bonus eligible. Post-offer background check and drug screen required.

**We are an Equal Opportunity and Affirmative Action Employer.**

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## Ways to Apply:

- Apply directly online through our website by uploading your resume and application.
- Send resume to Director of Human Resources, PO Box 393, Denver, IA 50622
- Email to [Employment@SchumacherElevator.com](mailto:Employment@SchumacherElevator.com).

