

Are you a positive, energetic, goal-oriented individual with a professional attitude looking to join a growing company? If so, then Formax is the place for you. We thrive on teamwork, success, and opportunity.

As a Customer Care and Sales Support specialist, your focus will be to provide exceptional customer interactions and daily support for the Formax Direct sales team. CSS main responsibilities will be providing customer resolutions on the phone and through e-mail, sales order entry, and order tracking. Additional duties include reception coverage and processing customer supply orders.

Role Responsibilities:

- Provide extraordinary customer service with a focus on one-touch solutions.
- Answer customer inquiries on invoices, postage, and billing.
- Create sales and purchase orders.
- Follow detailed instructions for order processing and order tracking.
- Work interdepartmentally and independently on projects.
- Assist customers with supplies orders.

Qualifications:

- Openness to learn new CRM platform critical to daily role.
- Microsoft Outlook - Microsoft Suite
- Excellent organizational skills, detail oriented and ability to multi-task.

Benefits:

- Competitive hourly wage
- Paid vacations & holidays
- 401K, health insurance & dental available

Formax is the leading provider to businesses in New Hampshire and Maine for mailing, imaging and document management solutions. We are a family owned company located in Dover, NH, specializing in providing exceptional sales expertise and ongoing service to local businesses.

Please submit resumes to HR Associate Karie Merritt at kmerritt@formax.com. No phone calls, please.