

## Order Entry Specialist

CTC is seeking a dedicated Order Entry Specialist to join our team. As the first point of contact for our valued customers, you will play a pivotal role in providing timely and effective support, resolving inquiries, and ensuring customer satisfaction. If you possess an eye for detail, are highly organized with a strong work ethic, and have a commitment to delivering outstanding service, we invite you to apply and become an integral part of our customer-centric organization.

### About the Company

Connection Technology Center (CTC) is the global leader in the design & manufacture of cutting-edge vibration analysis hardware for machine condition monitoring. As a family-owned & operated business for 30 years, we are proud to play a crucial role in preventing operational disruptions, financial losses, and safety concerns for heavy industry. From small scale manufacturing to Fortune 500 companies in Paper & Pulp, Auto & Steel, Food & Beverage, Pharmaceutical, Mining and many more, our mission is to create products that help ensure seamless operational uptime and contribute to a safer, more efficient manufacturing future.

### Main Responsibilities

#### Customer Support:

- Respond promptly to customer inquiries via portal, email, and phone.
- Provide accurate information about products, pricing, availability, and order status.
- Assist customers in troubleshooting by transferring to correct tech support for product-related issues.

#### Order Processing:

- Process and track customer orders, ensuring accuracy and timely delivery.
- Collaborate with logistics and fulfillment teams to address order fulfillment and shipping inquiries.

#### Issue Resolution:

- Investigate and resolve customer concerns and issues in a timely and effective manner.
- Work closely with other departments to escalate and resolve complex problems.

#### Documentation:

- Maintain accurate and detailed documentation of customer interactions and transactions.

#### Cross-Functional Collaboration:

- Collaborate with sales, technical sales support, and IT teams to address customer needs comprehensively.
- Communicate effectively with internal teams to resolve customer needs and improve overall customer satisfaction.

#### Innovation and Improvement:

- Propose and implement improvements to existing systems and processes.
- Contribute to the development of order entry and export compliance policies and procedures.

**Requirements**

- High school diploma or equivalent required; associate or bachelor's degree is a plus.
- Proven experience in customer service or a related field.

**Knowledge, Skills, and Abilities**

- Excellent communication skills, both verbal and written.
- Strong problem-solving abilities and attention to detail.
- Familiarity with electronic products and technology is advantageous.
- Ability to handle elevated situations and maintain professionalism.
- Proficient in using order entry software and Microsoft Office Suite.

**Work Location**

This in-person position will work out of the Victor, NY facility.

**Hourly Rate to Start:**

\$20 per hour

**Benefits**

- Health Insurance
- Dental Insurance
- Vacation Time
- Sick Leave
- Company-wide shutdown from Christmas to New Year's
- 401K plan with Employer Match
- Summer golf membership to Bristol Harbour Private Golf Course

**How to Apply**

Please apply here: <https://www.ctconline.com/opportunities/employment/>

*Connection Technology Center (CTC) is an equal-opportunity employer. NYS law prohibits discrimination because of age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, marital status, domestic violence victim status, carrier status, gender identity, prior conviction records, prior arrests, youthful offender adjudications or sealed records unless based upon bona fide occupational qualification or other exception, or any other protected characteristic as outlined by federal, state, or local laws.*