

Customer Service Representative

Milton Cat, a global player in Marine Engines, Industrial Engines, and Power Generation Equipment, is one of the largest Caterpillar Dealers in the United States, with a company history dating back to 1940. Headquartered in Milford MA, the company maintains 15 offices throughout New England and upstate, NY.

Candidate will be based in Milford, MA at Corporate Headquarters, and will work in the Service Solutions Center. The Service Solutions Center is a centralized team that provides dedicated resources to support all the logistics associated with the creation and execution of all the Service operational programs that Milton Cat offers. This includes providing administrative management and technical support to both customers and Milton Cat employees.

Essential Functions:

- Perform contract administration for Customer Support Agreements. This will include updating and managing equipment hours, scheduling active service events, tracking target service deadlines, performing follow up customer calls, reviewing work order repairs and updating contract notes.
- Use and management of GPS tracking hardware and software applications. Provide service and support coverage to customers and internal employees.
- Provide phone coverage and customer support for daily operations within the Service Solutions Center.
- Document and maintain approved process and procedures for all daily responsibilities within the Service Solutions Center.

Qualifications:

- This position requires an individual with strong communication skills, who has the ability to effectively engage with customers and Milton Cat employees professionally, both on the phone and in person.
- The candidate must be able to work effectively in a team setting in order to expedite requests and provide timely and accurate service.
- A high level of organization with the ability to multi-task in a fast paced working environment.
- The candidate must be dependable and willing to go the extra mile when it comes to showing customers the Milton Cat commitment.
- Computer literate, with experience in Microsoft products required.
- Bachelor's degree required - focus in Business, IT or Engineering Technology preferred.

We offer a competitive wage, comprehensive benefit package, 401(K) plan and friendly work environment. Interested applicants should send a cover letter and resume by email to Human_Resources@miltoncat.com. Please include salary requirements.

It is the policy of Milton CAT to provide equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, handicap or veteran's status; and to base all employment decisions so as to further this principle of equal employment opportunity. To this end, Milton CAT will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age, sexual orientation, handicap or veteran's status.