



Customer Service Representative

Who is OmniSite?

OmniSite is an industry leader in internet of things (IoT) monitoring solutions providing products and services to water, wastewater, and other industries across North America. We engineer, build, and support cellular devices that help protect the environment by detecting problems before spills occur. Our products are also used to monitor a variety of industrial and residential equipment. OmniSite is an equal opportunity employer. Find out more at omnisite.com/company.

What does OmniSite offer?

OmniSite offers a friendly and casual environment and the ability to work within one of the fastest growing industries in the country. Our team members get paid holidays and start with 3 weeks of paid vacation. We also offer paid training, competitive pay, insurance package, a company 401(k) with match, a free employee lunch per week and two free instructor-led workout classes per week.

OmniSite operates out of its newly renovated 10,000+ square foot headquarters. Conveniently located just south of downtown Indianapolis, our building was originally built in the 1880s and now features an open concept, natural light, an exercise room, and employee café.

What is OmniSite looking for?

We are looking for an enthusiastic, empathetic individual for this customer service driven role with a secondary function of inside sales. You will be responsible for maintaining good customer relationships and closing sales deals over the phone.

An effective Customer Service Representative must be an excellent communicator and have superior people skills. They must be comfortable in making outbound calls to existing customers to present products or services as well as resolve any customer questions, complaints or doubts. After training, candidates for the position should also be able to understand basic technical aspects of our products and services in order to answer customer questions and provide first-rate service.

Job Responsibilities

- Contact existing customers via telephone to inform them about a product or service using scripts
- Answer questions about products or the company
- Ask questions to understand customer requirements and close sales
- Enter and update customer information in the database
- Take and process orders in an accurate manner
- Handle grievances to preserve the company's reputation
- Go the "extra mile" to meet sales quota and facilitate future sales
- Keep records of calls and note useful information
- Communicate and coordinate with colleagues as necessary
- Provide feedback on the efficiency of the customer service process
- Report directly to the Customer Service Manager
- Responsibilities, skills and working conditions may change as needs evolve

Qualifications and Requirements

- At least 2-3 years' customer service, inside sales or telesales experience
- Proven experience as customer service representative or other sales/customer service role
- Proven track record of successfully meeting sales quota preferably over the phone
- Good knowledge of relevant computer programs (e.g. CRM software) and telephone systems
- Ability to learn about products and services and describe/explain them to prospects
- Excellent communication and interpersonal skills
- Cool-tempered, professional and able to handle rejection
- Outstanding negotiation skills with the ability to resolve issues and address complaints

To Apply

All interviews for this position are scheduled. Walk-in resumes and portfolios will not result in an interview.

Please send a resume and portfolio (either physical copy or link) to:

Email: recruiting@omnisite.com;

- Or -

Mail to Physical Location: OmniSite, 203 W. Morris Street, Indianapolis, IN 46225, Attn: Recruiting.