

## **Global Water Solutions' Latin America subsidiary based in San Pedro has a vacancy for a Customer Service Representative**

Customer Service at GWS is a lot different from answering phone calls or dealing with complaints, we always strive to improve ourselves to continue to offer the best pro-active service and order processing in the industry.

### FORMALITIES

- Please apply by email to [jobs@globalwatersolutions.com](mailto:jobs@globalwatersolutions.com) and address to Olivia Thomas
- Resume and cover letter explaining your motivations and why you feel you are the best candidate for this specific position described below (applications without proper motivation letter cannot be considered)
- Do not forget to provide your salary expectations and earliest start date.

### TASKS

- Processing inquiries and orders in our ERP system (Netsuite)
- Arranging shipment of orders
- Invoicing customers and entering bills from various vendors
- Intense and detailed written and verbal communication with customers, vendors, freight forwarders and colleagues around the world
- Ordering stock and assuring necessary stock levels
- Answering customers' questions and helping them with issues to ensure the best customer service in the industry
- General office work and daily administrative duties
- The position is reporting to the Operations Manager Latin America

### REQUIREMENTS

- Good written and verbal communication skills in English a must; any other language considered as an asset
- 2 years minimum of experience in customer service,
- Background in hydraulics or any related fields considered an asset
- Self-motivated, flexible, willingness to work both – in a team and individually
- Customer- orientated and the ability to resolve day-to-day challenges
- Ability to work precisely with strong organizational skills
- The ability to multi-task and think proactively
- Experience in working with an ERP software

- Make sure that you live close enough to our office to commute without issues

You would first of all learn our global Customer Service processes from start to finish and after intense training handle regional warehouse and container orders, order processing, shipping, invoicing, and intense customer communication. You would also assist with stock planning and warehouse management.

Global Water Solutions (GWS) is a global manufacturer and marketer of high quality pressure vessels for the water industry with production facilities in the U.S.A. and Taiwan and sales in more than 100 countries and growing. We offer a friendly working environment with flat hierarchies in our international growing company which still is at size where people are people and not numbers. Please visit our website [www.globalwatersolutions.com](http://www.globalwatersolutions.com) for more information on this company. Be part of our success and growth!