



Job Description

Copperhead Industries provides end-to-end solutions for precise location of underground utilities. Innovation, high quality, and superior service make Copperhead the supplier of choice among utilities, municipalities and engineers specifying tracer wire systems in the natural gas/oil, water/sewer, and telecommunications markets.

Job Title: Customer Service Representative

Pay and Benefits: Competitive wage plus profit sharing, employer-paid medical, dental, life insurance premiums (coverage begins immediately), paid time off, paid holidays, and 401K with employer match. Additional voluntary insurance options available. Tuition reimbursement program. Company social events. Remarkable company culture!

Job Overview: This position serves as the voice of Copperhead and is responsible for ensuring a first-class customer experience by performing front line duties including responding to incoming phone calls and emails, making outbound calls, addressing customer questions, providing quotes, entering sales orders, and providing inside sales support as needed. This position will develop positive, professional relationships with customers and have a good understanding of Copperhead's rep and distribution networks, products, and specifications. A successful candidate will act with a high degree of professionalism, kindness, and integrity. Optimism and a customer service focus are essential for this role.

Responsibilities and Duties:

- Respond to incoming calls and emails
- Address customer inquiries for product information and pricing
- Route customers to appropriate sales contact
- Provide quotes
- Enter and track sales orders
- Proactively follow up on orders
- Investigate and troubleshoot customer service issues
- Educate customers on product features and benefits
- Work with sales managers and provide sales support as needed including making outbound phone calls
- Assist with administrative duties as needed

Qualifications:

- 3+ years customer service experience required





- Highly service oriented – must take pride in making customers happy
- Superior attention to detail and accuracy required
- Professionalism required
- High school diploma minimum – advanced education a plus
- Experience in an office or call center setting
- Effective verbal and written communication skills required
- Must know Microsoft Office (Word, Excel, Outlook)
- Must be able to sit at a desk for extended periods of time
- Ability to excel in an open team environment
- Drug screen and background check required

To apply, please send cover letter and resume to jobs@copperheadwire.com or mail to Copperhead Industries, ATTN: HR, P.O. Box 1081, Monticello, MN 55362.

