

Inbound Call Administrative Assistant

Job description

If you enjoy engaging with others and have attention to detail we would like to talk to you!

Inbound Call Admin provide support for our customers, ensuring an all-around incredible experience. They are the first impression of HHP. If you are committed to teamwork, you'll fit right in - we pride ourselves on having a work culture where you will feel supported and at home.

Highway and Heavy Parts is a diesel engine part supplier that has a customer base nationwide! We are looking for a hard-working, enthusiastic individual to join our team! Come be a part of a continually growing and innovative company with a great number of opportunities for growth! Are you ready to join an industry leading team? Apply today! We offer health insurance, 401K, training, career advancement, flexibility and financial growth opportunities.

Responsibilities:

- Answer phones
- Provide top level customer service
- Assist with customer questions
- Recognize priorities and problem solving
- Transfer calls to a Tech or the parts department based on customer needs
- Employ sales techniques
- Suggest products and services to customers based on their needs
- Special projects

Qualifications:

- Organizational skills and ability to process orders
- Detailed critical thinking to ensure data accuracy within orders and invoices
- Excellent communication and customer service skills
- Ability to learn the necessary computer programs and implement new technologies when needed
- Ability to keep a calm and courteous disposition to maintain both a pleasant work environment and an excellent experience for our customers
- In this fast-paced environment you will need both hands working, so typing skills is a must
- Ability to prioritize tasks

Highway and Heavy Parts recognizes just how important our employees are to our success. As a company that has seen substantial growth in the last few years (and expects that to continue), we work to provide our employees with

numerous opportunities for career and financial growth! To supplement this, Highway and Heavy Parts will contribute 3% to each employee's 401k plan.

Highway and Heavy Parts is an equal opportunity employer. We will not discriminate on any conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, disability, veteran's status, sexual orientation, gender identity or gender expression.

Job Type: Full-time

Pay: Up to \$17.00 per hour

COVID-19 considerations:

We aim to protect our workforce by enacting all appropriate prevention efforts. We are continually monitoring guidance from local, state, and federal health officials and implementing workplace policies where appropriate.