

Commercial Customer Support / Administrative Assistant

Salary Range: \$65,000 - \$75,000 / year

Wales-Darby is a leading Manufacturer's Representative in the HVAC and Plumbing industry serving the greater New York / New Jersey / Philadelphia areas. Our continued growth and success over the past 50 years has been due to our commitment to excellence - both in the manufacturers that we represent and in the talent that we hire.

Position Overview

We are seeking a dedicated and detail-oriented individual to join our team as a Commercial Customer Support / Administrative Assistant. In this multifaceted role, you will play a crucial part in ensuring seamless operations across various departments, including commercial customer support, service administration, and Returns Authorization.

Key Responsibilities

Handle commercial customer inquiries via phone and email, addressing concerns such as order entry, item pricing, availability, and model crossovers.

- Process orders for our subsidiary company, WD Energy, and manage all related communications and updates.
- Assist with pump shop orders and coordinate timely delivery/pick-up.
- Manage Return Merchandise Authorizations (RMAs) for defective and mis-shipped items from commercial & service orders.
- Provide administrative support in the Service Department, including fielding service calls and emails when the Service Manager is unavailable.
- Maintain meticulous records and documentation to ensure accuracy and efficiency in all tasks.

Requirements

- Exceptional attention to detail and organizational skills.
- Strong communication skills, both verbal and written.
- Proficiency in Microsoft Office Suite (particularly Excel and Outlook).
- Previous experience with ERP systems preferred.
- Ability to multitask and prioritize workload effectively in a fast-paced environment.
- A proactive mindset with a willingness to learn and adapt to new challenges.

- Previous experience in a customer-facing role is advantageous.

Benefits & Compensation:

- \$65k - \$75k salary range, depending upon experience
- Medical / Dental / Vision / Long Term Disability insurance
- Voluntary Life Insurance
- Voluntary Legal Assistance Plan
- Flexible Spending Plan
- Dependent Care Plan
- 401(k) Plan
- Paid Holidays
- Sick/Personal/Vacation Time