



Swagelok Louisiana

Job Description

Position Title:	Customer Service Representative 3	Location	Baton Rouge
Department:	Customer Service	FLSA Status	Non-exempt
Reports to:	Customer Service Manager	Last Revision:	November 2024

About Swagelok Louisiana

Swagelok Louisiana provides critical fluid system products, assemblies, training, and services to customers in a variety of markets including oil & gas, refining, chemical, midstream, power and transportation industries. We are the independently owned and the authorized sales and service center for Swagelok® in Louisiana and portions of Mississippi. Swagelok Company is a \$2 billion, privately held company, headquartered in Solon, OH. Swagelok designs, manufactures, and delivers an expanding range of the highest quality fluid system products and solutions.

Position Summary

The Customer Service Representative 3 (CSR 3) associate is to provide quality service to customers by assisting them with the selection and procurement of Swagelok product solutions that will best meet their needs. We are seeking a CSR with a strong technical aptitude to assist clients in troubleshooting complex issues, understanding product specifications, and resolving service inquiries. The ideal candidate will have experience in customer support and an ability to effectively communicate technical information to non-technical customers.

Expectations

Customer Service Representative 3 Responsibilities:

- Provide knowledgeable responses to customer inquiries and quote requests in a consistent and timely manner.
- Process customer orders from purchase order to fulfillment while striving to exceed customer expectations.
- Communicate effectively with internal and external customers, suppliers, quality management and other team members.
- Understand and perform all daily duties according to the established processes and procedures of Swagelok Louisiana.
- Take an active role in self-development by leveraging the Job Level Guide as a tool to support growth.
- Assist in creating new processes, procedures, and support tools to improve efficiency, protect the brand and ensure quality.
- Attend and participate in meetings and audits regarding the Swagelok Quality System.
- Continuously improve general knowledge of basic distributor business practices, Swagelok product lines and customer applications.
- Effectively utilize internal resources such as enterprise resource planning software

(ERP), company websites, product literature and the internal quality management system.

- Address customer inquiries with concern and process non-conformances.
- Assist with cross training initiatives and assigned special projects.

Position Requirements or Qualifications

To perform this job successfully, an individual must have the following education and/or experience:

Education:

- High school diploma or GED

Experience:

- Minimum 4 years customer service experience
- SAP experience preferred
- Experience in or related to the oil & gas/petrochemical industry is desirable

Skills:

- Ability to learn the features and benefits of multiple product families and related manufacturing processes
- Ability to effectively manage multiple priorities, work in a dynamic team environment and use a variety of systems and processes to manage complex and changing requirements
- Excellent written and verbal communication skills and strong problem-solving abilities
- Proficient with basic office software including MS Office (Word, Excel, Outlook, PowerPoint)

Critical Competencies:

- Service oriented
- Works well with others
- Emotionally stable when faced with challenging tasks or situations
- Organizational awareness
- Customer and team focused
- Good collaboration skills

Scope of position:

Physical Requirements: Office, factory and plant environments. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is required to sit, stand and walk.

Ability to sit at desk and work on computer regularly. Hand and finger dexterity to use a keyboard with proficiency. Mobility to perform general office tasks under normal working conditions.