

Customer Service Specialist | DC - Baltimore - Northern Virginia

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OUR VISION

At Chemstar WATER, we aim to be the most customer-centric Water Treatment company in the world. We believe that when we value our customers, our employees, and the environment equally, then we will make the world a better place. That's why we pledge 1% of our profits and 1% of employees paid time to support our local communities.

ABOUT CHEMSTAR WATER

Founded in 1999, Chemstar WATER is an industrial water treatment company that provides water treatment products, solutions and services to Data Centers, Industrial Facilities, Power Plants, Health Care Facilities, Government and Food and Beverage Manufacturers. Our impact can be seen from the Pentagon in Washington DC, Hospitals in Maryland, the Johns Hopkins University Applied Physics Laboratory to a Data Center in San Francisco. At Chemstar WATER we are committed to minimizing water use and maximizing energy efficiency resulting in a reduced carbon footprint for our World. When we focus on improving the operation of the cooling and boiler systems; we have a direct impact on our customer's water and energy use. In addition, Chemstar WATER has been named one of the Top Workplaces in 2022 by the Baltimore Sun newspaper.

Our Operations staff enable Chemstar WATER field staff to succeed. They leverage in-house expertise in Chemistry, Water Treatment Equipment, and Operations to support all Field personnel in exceptional Customer Service.

JOB PURPOSE

The **Customer Service Specialist** is a key member of our organization as our Sales, Service, Operations, Leadership and Production teams rely heavily on our office personnel to support day to day and long-term project execution. Operations support specialists perform a range of value added and administrative functions. This position will encompass all aspects of order processing including cost inquirers & validation, quotes, sales/work orders, invoicing, bill of lading, customer support and communication and other functions. The ideal person must have the understanding or ability to learn and grow their knowledge of Water Treatment terminology, concepts, and equipment. This role will be expected to collaborate closely with the company's Technical and Commercial Teams to exceed our customers' expectations.

CAREER PATH

Every employee at Chemstar WATER is given the opportunity to develop and increase their impact within the company: whether they are becoming a subject matter expert, progressing from an individual contributor to a manager, or moving from a technical field role to a more customer-facing commercial and sales role. The leadership at the company is fully bought into this approach as it is the best way to attract and retain the best talent.

TASKS and RESPONSIBILITIES

- Act from a perspective of bias for action and customer-centricity in resolving issues quickly.
- Provide timely operational support for all departments as necessary to meet customer requirements
- Track orders and shipments based on expected dates
- Handle a variety of general office tasks such as data processing and file organization
- Contact vendors as needed to provide updates
- Update internal price lists for equipment, upon receipt of updates from vendors.
- Prepare QuickBooks quick quotes and or support with other quotes.
- Enter and process sales orders, issue bill of ladings

- Receive and check items delivered to the facility. Review customer purchase orders, verify the equipment ordered and pricing was accurate, and verify once received matches or assist with resolving with the person who requested.
- Prepare and coordinate customer mailing/shipments
- Basic abilities on how to do basic sizing of water treatment equipment, pumps, piping, tanks etc.
- Able to provide administrative support for operational execution, reporting and invoicing of key tasks.
- Administer company's CRM system in adding customers, contacts, managing users, revising, or updating workflows.
- Tracking sales and work orders (any activity billed to the customer) from purchase order to execution and ensure they are completed in a timely fashion.
- Be able to quickly navigate customer and company documents to provide field staff support
- Processing monthly status and work summary reports for the Field Service Technicians
- Coordinate and support operations for lab testing and reporting requirements.
- Assist with security clearances / badges.
- Create journal entries in QuickBooks
- Ordering supplies, equipment, and coordinating delivery
- Assist with production department internal support, ordering, and quality reporting.
- Assist operations department with order processing

SKILLS REQUIRED

- 5+ years of service and operations support work experience (College or Associate Degree preferred)
- Strong abilities to navigate ambiguous problems and proven abilities to innovate
- Demonstrated willingness to learn, grow
- Ability to receive and act on feedback to promote a lessons-learned culture
- Proficient/willing to become proficient with Association of Water Technologies testing standards
- Outstanding communication and relationship-building skills
- Good written, verbal, & math skills; including filling out lab reports & communicating with customers
- Strong understanding of enterprise computer systems including Office Suite, Enterprise Planning Software (eRP) and others (ERP)
- Strong organizational and project management skills, understands value of time and executes with a sense of urgency.
- Is a natural problem solver with time management and critical thinking skills.
- Detail and process oriented to ensure orders/data is complete or able to identify and resolve issues with minimum supervision
- Good understanding of QuickBooks and Microsoft Office
- Knowledge of Teams and HubSpot or similar
- Must have valid driver's license and be a U.S. citizen

LOCATION

- Able to come into the office in White Marsh Maryland at least 3 days a week

JOB STATUS

- Full Time Non-Exempt Position
- Compensation Based on Experience

BENEFITS

- Health Insurance
- 401K
- Paid Time Off



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Chemstar WATER is an equal opportunity employer that evaluates qualified applicants without regard to race, color, national origin, religion, sex, age, marital status, disability, veteran status, sexual orientation, gender identity, or other characteristics protected by law.

NEXT STEPS

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