Gasser Bush Associates

30984 Industrial

Livonia, MI 48150

www.gasserbush.com

Gasser Bush Associates is the largest manufacturer’s rep agency of commercial and industrial lighting and lighting controls equipment in the state of Michigan and Northwest Ohio, currently representing over 90 different manufacturers. We work closely with the architectural and engineering design community and sell our products through the electrical distribution channels. You can learn more about us at [www.gasserbush.com](http://www.gasserbush.com).

We are looking for a full time **CUSTOMER SERVICE REPRESENTATIVE** to be a part of our inside sales support team. The CSR and helps ensure that the company is highly responsive to the needs of our customers, sales representatives, and sales personnel by performing all support tasks, including order entry, for a specified set of customers.

Some of the job duties will include:

* Order entry for lighting and controls purchase orders
* Expediting orders with various manufacturers
* Organize, monitor, and coordinate customer expectations and due dates
* Interface effectively and professionally with internal and external customers
* Assess problems and provide suitable solutions
* Coordinate and track customer projects and ensure compliance with client expectation
* Ensures all work-related activities and functions are performed in a professional manner
* Performs all other duties as assigned.

Required Qualifications:

* High School diploma or equivalent work experience
* Excellent written and oral communicator with pleasant and professional phone skills
* Strong proficiency in Microsoft Word, Excel, and Power Point
* Strong listening, verbal, and written communications skills
* Ability to solve problems independently
* Confidence, patience, professionalism, tact and diplomacy when dealing with challenging situations

Preferred Qualifications:

* 1-2 years’ experience in the Electrical Industry or Industrial Distribution primarily working with distributors and contractors
* 1-2 years’ experience in a related customer service position
* Solid knowledge of lamps, ballast and fixtures
* Associates or Bachelors’ degree in Business, Construction, Distribution or a related field

What Gasser Bush Associates Offers You:

* Competitive pay with vacation and sick days
* Excellent benefits package including medical, dental, vision, flexible spending account, and employee assistance program
* Life insurance and long-term disability
* 401k with company match and profit sharing

**Please forward resume & cover letter to Nick Funaro at nfunaro@gasserbush.com**