

## The Trusted Source for Quality Systems

### **About Imtra:**

Imtra is an importer and manufacturer of high-quality marine products. Since 1952, we have provided quality solutions and products that meet the needs of our customers in commercial, industrial, and leisure marine energy and transportation settings.

Our employees are passionate about our culture, customers, and the future of Imtra. We pride ourselves on being 100% employee-owned, operating with integrity, and building long-lasting relationships with our customers and supply partners.

Each employee benefits from the ownership through earning company stock, year-end bonuses, and a voluntary 401(k) plan with a robust match. Imtra takes pride in offering employees and their families a diverse range of health and wellness programs.

Imtra's people-focused culture enables us to provide a comprehensive employee experience that allows each employee to achieve their full potential and thrive personally and professionally while enjoying their work.

### **About the Role:**

Imtra is looking for a Customer Service Representative that is passionate about the marine industry and providing stellar customer experiences. You will be apart of acustomer service team that works together closely to support customer, take orders, while providing customer advocacy and technical support.

### **Responsibilities:**

- Be part of a team that assists customers with orders, returns, applications, troubleshooting, and general questions about our products via telephone and email
- Day-to-day customer account management
- Quoting new systems and helping existing customers choose products to solve their needs
- Provide after-sale technical support to consumers and trade customers
- Maintain the highest level of customer satisfaction and customer relations

- Obtain up-to-date information from product managers and coordinating with product management and sales team to share customer needs, ensuring a smooth flow of information back to the customer

## Qualifications

- Experience with marine industry and/or boating on at least a personal level
- 3 - 5 years of customer service experience or similar
- Excellent verbal and written communication
- Strong and consistent organizational skills and managing multiple projects in parallel
- Exhibit the ability to work with all departments in the company
- Proven ability to manage conflict and resolve issues with a successful outcome
- Able to handle calls and other communication responsively, tactfully and diplomatically
- Patient and level-headed (even under stress) with a positive outlook and friendly demeanor
- Proficiency with Microsoft Office and/or Office365 applications is required
- Familiarity with Hubspot and Dialpad preferred but not required
- Ability to communicate in Spanish preferred but not required

IMTRA values a diverse workforce. We are committed to a culture of equality and inclusivity that fosters dialog, innovation, compassion, respect, and collaboration. All qualified applicants will receive consideration for employment regardless of race, ethnicity, age, religion, national origin, sex, sexual orientation, gender identity, veteran status, disability status, neurodiversity, or any other protected characteristic outlined by federal, state, or local laws.

**To Apply, please submit your resume to [resume@imtra.com](mailto:resume@imtra.com)**