



CUSTOMER SERVICE REPRESENTATIVE

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's customer service department consists of several positions that work closely together as a team. The customer service representative is an individual role responsible for supporting customers directly, with a focus on inside sales, customer advocacy and technical support activities.

This position, **customer service representative**, is an onsite position at our headquarters in **New Bedford, MA**. A hybrid work program may be available once in-person training has been successfully completed.

Responsibilities

- The successful candidate will 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 alike.
- Maintain the highest level of customer satisfaction and customer relations.
- This position requires cooperation with other individuals and departments such as obtaining 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.

Expected Skills

- Excellent communication skills (active listening, writing, typing, speaking and telephone).
- Dedication to excellent customer service.
- Experience with marine industry and/or boating on at least a personal level.
- Strong and consistent organizational skills and able to manage 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.
- Must possess strong attention to detail and excellent time management.
- General computer literacy. Proficiency with Microsoft Office and/or Office365 applications is required. Familiarity with Hubspot and Dialpad is a desired trait.
- A successful candidate will put their team members and customers first and go beyond what is expected to achieve high satisfaction from customers and co-workers alike.

Compensation & Benefits

- Competitive Salary
- Annual Bonus
- Employee Stock Ownership Plan
- Health and Dental insurance with significant company contribution
- 401k retirement plan with generous company match
- Company funded Life, AD&D, Short-Term and Long-Term Disability
- Vacation policy

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