

Position: **Customer Service Representative II**

FFI seeks a customer service professional to join a great team that is enjoying company growth every year. The successful candidate will help clients on the phone, build long-term client relationships, enter and track orders, and follow up to complete sales.

Functional Fenestration Inc. is a business-to-business distributor of high quality architectural hardware. Our clients include window, door and skylight manufacturers and retailers throughout North America.

Key responsibilities

- Order Assistance for European hardware systems
- Provide technical information and assistance for FFI Products
- Quote Customers for Projects, Stock and On Request
- Thorough follow up on quotes, orders and customer issues
- Detailed reporting and progress updates to management
- Maintain current knowledge of FFI products and industry related issues
- Assist outside sales force

Key experience and qualities

- Customer Interaction Experience Required, 3 years minimum
- Inside Sales Experience Required, 2 years minimum
- Strong Computer Experience Required: MS Outlook, MS Excel, MS Word
- Typing Speed of 35wpm Minimum
- Reliable, organized, professional and motivated
- Excellent Communication Skills, written and verbal
- Experience in Activant Prophet 21 or SAP a plus
- Experience in a related business: hardware; door, window or skylight sales, installation or manufacturing; construction; general contractors or builders/architecture or architectural products

FFI offers health, vision and dental benefits, a 401(k) plan, continuing education support, and other benefits. We are truly an equal opportunity employer. FFI is committed to company growth; we encourage a positive and ethical work atmosphere so that our employees can contribute to that growth. Office hours are 8 am - 5 pm, Monday - Friday. FFI is 10 minutes from LAX airport and El Segundo. Visit us at <http://www.fenestration.net>.

Please email your resume with salary requirements to: HR@fenestration.net (no phone calls or walk-ins, please). Applicants will complete basic testing for spelling, grammar and math skills. Thorough screening, background and reference checks will be conducted.