



## Job Title: Customer Service Intern

Reports to: Dan Mosier

Department: Customer Service

Classification: Exempt/Non-Exempt

Last Updated: 1-16-25

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### Job Summary:

The Customer Service intern helps dealers, distributors, and end-users be successful with our products. They respond to customers through all our channels chat, email, and phone by offering product and service solutions. They will establish relationships with our business partners to grow and cultivate new business.

### Essential Functions:

- Manages and responds to incoming submissions to our company website both chat and email
- Enters finished goods orders for the company
- Is an expert at our products, services, and water care solutions
- Handles all distributor/dealer/sales representative inquiries relating to order status, literature requests and sales and marketing programs
- Updates company databases
- Handles projects delegated by manager or team specialist
- Must act with honesty and integrity
- Be prepared to be relational and act with trust and support for your teammates and our customers

### Job Qualifications:

- Must have 1-year post-secondary education completed
- Must have experience with MS Office suite
- Is relatable, trustworthy and embraces and fosters our company values of Integrity, Excellence, People Chemistry, Golden Rule, Courage and Servant-Leadership.

### Internship Benefits:

- Enhance your team collaboration skills
- Learn to produce positive outcomes from negative situations
- You will join a highly functional team that enjoys the work they do and has a great time doing it.
- Learn what it is like to work for a value driven company and how that can truly make a difference in your future job search.

### Physical Requirements/Work Schedule:

- Must be able to sit or stand at desk
- Work hours are 8-5 daily for 40 hours per week