



Customer Service / Inside Sales Representative (Hourly/Indirect)

Location: Code: Newark, NJ USA

Department: Customer Service/Sales

Job Summary:

Epolin is seeking a proactive and detail-oriented **Customer Service / Inside Sales Representative** to join our team. This dual-role position serves as a critical interface between our customers and internal departments. The ideal candidate will handle customer inquiries, process and ship orders, and support sales efforts through lead generation, quoting, and account management. The role requires a commitment to exceptional service, teamwork, and the ability to learn and communicate technical product information.

Essential Duties:

- Serve as the first point of contact for customer inquiries via phone, email, and web.
- Process customer orders, quotes, returns, and shipping requests accurately and efficiently.
- Maintain and update customer accounts and records in the CRM/ERP system.
- Collaborate with production, logistics, and quality teams to ensure on-time delivery and customer satisfaction.
- Provide technical product information and samples to customers as needed.
- Support the sales team with lead qualification, quote follow-ups, and pipeline tracking through our Microsoft Dynamics CRM.
- Monitor inventory levels and communicate availability or lead times to customers.
- Assist in resolving customer complaints and issues promptly and professionally.
- Prepare sales and order reports as needed.
- Participate in continuous improvement initiatives and contribute to process enhancements.

Minimum Requirements:

- High school diploma or GED required; associate or bachelor's degree preferred.
- 2+ years of experience in customer service, inside sales, or order processing (preferably in a manufacturing or technical environment). International Shipping experience is a plus.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Familiarity with ERP systems (e.g., Microsoft GP, CRM, or similar) is a plus.
- Ability to manage multiple priorities in a fast-paced environment.
- Technical aptitude or willingness to learn product applications and specifications.
- Strong attention to detail and organizational skills.
- Follows all safety practices, housekeeping, wearing of personal protective equipment while in manufacturing areas.
- Code of Conduct: Employees are expected to comply with our Code of Conduct and policies at all times and demonstrate high levels of teamwork.



- Substance Use: Epolin is a zero-tolerance workplace for substance use of any type that may cause impairment. Employees are required to adhere to the Substance Abuse policy while on company premises or when representing the company off-site.

Epolin offers a dynamic, supportive environment where innovation and customer commitment drive everything we do. If you are a motivated self-starter with a passion for delivering excellent service and contributing to sales success, we invite you to apply.

Epolin provides equal employment opportunities (EEO) to employees and applicants without regard to age, color, disability, genetic characteristics, national origin, race, religion, sex, gender identity, sexual orientation, veteran status, parental status, or any other protected classification under applicable law.