

# Achieve more with KROHNE

**KROHNE**

 measure the facts

KROHNE is an innovative process instrumentation and measurement solutions company operating in more than 40 countries. Through continuous research and development and a consistent customer orientation, we are one of the leaders in our industry. KROHNE Inc. headquartered in Beverly, MA covers the United States, Canada, Mexico, and the Caribbean regions through a vast network of direct sales personnel and representative partners.

KROHNE Inc. is looking for a

## **Customer Support Representative - Beverly, MA**

We are currently looking for a **Customer Support Representative** in our Beverly location. This person will provide customer support and system administration within the sales organization.

### **Your main responsibilities:**

1. Performs order entry and system administration for the ERP system (database). This includes the maintenance of customer data and sales territories.
2. Expedites orders with feeder factories.
3. Coordinates logistics activities as applicable to the sales process. This includes receipt and processing of orders as they are received from overseas factories.
4. Provides assistance with resolving customer complaints.
5. Provides training to Inside Sales personnel with regard to ERP system usage (new hires, etc.)
6. Interfaces with manufacturing to assist with the resolution of issues related to order quality, change orders and shipping issues.
7. Releases orders to manufacturing (picking lists, etc.)
8. Communicates with customers and representatives on issues relating to order confirmations, projects and submittal packages.

### **Your qualifications:**

- Preferred minimum of five years experience from a manufacturing/distribution environment in an inside sales, product support, order fulfillment or technical customer service environment

### **We offer:**

Salary commensurate with experience and the responsibilities of the role.

Employees enjoy working for an international, privately held, family run company with a friendly environment as well as a full program of employee benefits including:

- Medical
- Dental
- Short term and Long-term Disability
- Vision insurance

If interested, please send your CV, salary requirements and availability to:

Lisa LaPorte Pais • Director of Human Resources  
KROHNE Inc. • 55 Cherry Hill Drive • Beverly, MA 01915  
Tel.: 1(800)356 9464 ext. 1150 • l.pais@krohne.com



[www.krohne.com](http://www.krohne.com)



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- Life insurance
- 401k plan with company match
- EAP
- Pet insurance
- Aflac programs and more.

*We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. KROHNE, Inc. complies with applicable federal, state & local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

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