

**POSTING TITLE:** Customer Service Representative | **POSTING DATE:** December 30, 2019 | **CLASSIFICATION:** Full-Time, Non-Exempt  
**HOURS REQUIRED:** 8:00AM – 5:00PM, Monday – Friday | **COMPENSATION:** \$15.00 - \$17.00 /hour

### >> CURRENT NEED

KYZEN is currently seeking a full-time CUSTOMER SERVICE REPRESENTATIVE to join our team. This position is based at our global headquarters in Nashville, TN. This team member's primary job responsibility is to triage incoming phone calls and assist customers with order placement over the phone and by email. Additional job responsibilities are summarized below:

- Process orders in company ERP system
- General office filing and paperwork associated with customer orders
- Order tracking and shipping assistance
- Process Return Material Authorizations according to company policy
- Assist KYZEN Sales Managers with customer-related requests
- Perform other duties as assigned

### >> KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Strong phone handling skills and active listening skills
- Strong customer orientation and ability to adapt/respond to different types of people
- Excellent verbal and written communication skills
- Ability to manage multiple projects and prioritize job demands in a fast-paced work environment
- Willingness to develop a strong knowledge of KYZEN products
- Motivated and creative problem solver with the ability to work independently and within a team environment
- Working knowledge of Microsoft Office Suite required (Microsoft Outlook, Word, Excel)

### >> EDUCATION AND EXPERIENCE REQUIREMENTS

- High School Diploma or equivalent required
- United States Citizen\*\*
- Previous experience working in a call center or in customer service preferred
- Familiarity with Customer Relationship Management (CRM) systems and practices a plus

### >> PHYSICAL REQUIREMENTS

- General office demands
- Ability to move, lift, carry, push, pull, and place objects weighing up to 25 pounds without assistance.

### >> COMPENSATION

At KYZEN, we encourage career development and seek ways to provide you with opportunities for growth and variety in your work. KYZEN offers a competitive salary based on your educational background and work experience. Additionally, KYZEN offers eligible employees a comprehensive benefit package that includes group medical, dental and vision coverage, short and long-term disability, life insurance, PTO and 401K.

To apply for this position, please complete KYZEN's Job Application online at:  
<http://www.kyzen.com/apply>

### ABOUT KYZEN <<

KYZEN specializes in precision cleaning chemistries for electronics, advanced packaging, metal finishing and aerospace applications. Our industry expertise and dedicated customer support provide integrated cleaning process solutions that meet any cleaning challenge. Founded in 1990, KYZEN is the leading provider of environmentally responsible cleaning chemistries to industries worldwide. KYZEN Corporation is an Equal Opportunity Employer. For more information, please visit <http://www.kyzen.com/careers>.

\*\* This position may require use of information subject to the International Traffic in Arms Regulation (ITAR). In compliance with ITAR, any accepted applicant must be a United States citizen or lawfully admitted for permanent residence and eligible for work in the United States according to 22CFR§120.15.

>> Pre-employment criminal background check required. Pre-employment drug screen required.

>> KYZEN accepts direct applicants ONLY. NO RECRUITMENT AGENCIES. KYZEN is not accepting unsolicited assistance from search firms for this employment opportunity. Please, no phone calls or emails. All resumes submitted by search firms to any employee at KYZEN via-email, the Internet or in any form and/or method without a valid written search agreement in place for this position will be deemed the sole property of KYZEN. No fee will be paid in the event the candidate is hired by KYZEN as a result of the referral or through other means.