

Customer Care Specialist

Hudson Technologies is seeking individuals who are passionate about creating or broadening a career with an innovative company. Hudson Technologies offers a dynamic working environment where all team members are valued and rewarded accordingly. More information about our company is available at www.hudson-technologies.com.

Is customer service part of your DNA? To support our business, we are seeking an experienced Customer Care Specialist to deliver truly exceptional customer service and who:

- Exhibits a sincere willingness to serve
- Uses positive language
- Demonstrates effective listening skills
- Enjoys being part of a team and building positive working relationships
- Excels in effective communications
- Accepts responsibility for results
- Works well with others to solve problems

Education Requirements

Associates degree preferred, or equivalent business experience.

Technical Experience

Two to three years experience in a customer service environment preferred.

Industry Experience

Business-to-business customer service experience preferred, manufacturing experience a plus.

Technical Competencies

Exhibits strong written and oral communication skills. Excellent prioritization and organizational skills, working with a high degree of accuracy and attention to detail. Demonstrates flexibility and capability of effectively interacting with a diverse customer base and work force. Ability to meet multiple deadlines while working in a fast-paced environment. Ability to work independently with a high degree of judgment while maximizing resources through teamwork and creative thinking. Skilled in Microsoft Office™ products (Word, Excel, Outlook, etc.). Experience working with a customer relationship management (CRM) system a plus.

Hudson Technologies offers a competitive salary and benefit package including:

- Medical/dental/life insurance
- Performance bonus
- 401(k)
- Company funded retirement contribution plan
- Holiday pay
- Paid time off
- Tuition reimbursement
- Wellness plan

Qualified candidates should send a resume with salary history to:

Pamela Price, Human Resources Manager
1327 North US Highway 1
Ormond Beach, FL 32174
FAX: 386-615-7104

or

humanresources@hudsontool.com

EOE