



## Job Description

**Title:** Customer Service

**Company:** HPC International, Inc.

**Location:** Crown Point, IN (office position)

**Hours:** M-F 8am-4:30pm

**Compensation:** Hourly

Are you a driven, enthusiastic people-person with experience providing excellent customer service? If so, we want to talk to you!

HPC is looking for a highly motivated individual with 2+ years professional experience in B2B (business to business) customer service.

This is a full-time position, working in our Crown Point Office, Monday through Friday in our Booksource distribution division. We sell and distribute content related materials, such as medical coding books, patient education materials, training and certification materials, magazines, clinical materials, etc. primarily to the Healthcare industry.

### What We Offer:

- Generous hourly wage.
- Multiple options for health, life, dental and vision insurances, plus both short- and long-term disability plans.

Great health insurance – today the company pays 76% of your premium for medical, and 100% of your premium for dental, vision, life and disability insurance.

- 401k and Profit-Sharing Plan
- Generous Paid Time Off plan plus 12 annual holidays

### What You'll Be Doing:

- Answer, communicate, and acknowledge incoming customer calls/emails/requests.
- Provide price quotes to customers at their request
- Enter Orders as they are received and ensure accuracy of customer information, pricing, and availability
- Develop and maintain customer loyalty and trust through effective communication, support, and transparency

- Ensure customer orders are fulfilled by working closely with others on the Booksource team, communicating updates, ETAs, backorders, or other changes to the customer.
- Exceed customer expectations by quickly and accurately resolving customer issues upon presentation
- Develop and maintain strong relationships with new and existing customers
- Set up and onboard new customers
- Outreach to current and past customers to increase Booksource sales.
- Cross train with others in the Booksource division so that you can fill in when your teammates are out on vacation or unexpected day(s) off or when all others need help.

**Knowledge/Skills:**

- Strong mathematical, analytical and organizational skills
- Must be reliable with good transportation
- Work well in a collaborative team environment
- Self-motivated, enthusiastic, and positive attitude
- Excellent verbal and written communication skills
- Comfortable in communicating with and dealing directly with customers and vendors
- Position requires flexibility, careful attention to details, and ability to multi-task
- Position requires proactive and excellent follow-up skills
- Ability to effectively prioritize and execute tasks in a fast-paced environment
- Maintains high standards of conduct and integrity and demonstrates good judgment

**Education/Experience:**

- High School Diploma or equivalent.
- Some college level education preferred.
- 2+ years customer service in business to business setting
- Excellent computer skills including Microsoft Office applications (Excel, Word, and PowerPoint).
- Proficiency in ERP system Epicor Prophet 21, a plus

**ABOUT OUR COMPANY**

Today HPC International is comprised of three divisions; our distribution division called Booksource Plus where we sell and distribute content related materials. Two service divisions, our Education Concierge service where we manage customers educational spend and our Personal Librarian service where we provide medical librarian support to hospital organizations and independent physicians.

**This is a full-time position**, with normal daytime office hours of **Monday through Friday 8:00am – 4:30pm working in our Crown Point office**. This job description is a general overview of the position and does not include every task and responsibility that the position may entail. The Customer Service employee will be expected to perform other related duties as assigned by a supervisor.

*HPC International, Inc. ("HPC") is a certified diverse MBE (Minority-owned Business Enterprise) and provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic*

*information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. HPC complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. HPC expressly prohibits any form of unlawful employee or applicant harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of HPC's employees to perform their expected job duties is absolutely not tolerated.*

*All employed positions at HPC are at-will employment positions and may be terminated at the discretion of the Company.*