



Kocher + Beck USA L.P.  
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Lenexa, KS 66219  
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## Customer Service Representative

Kocher + Beck USA, L.P., located in Lenexa, KS, is seeking enthusiastic candidates who enjoy a fast-paced environment to join our team! At Kocher + Beck, we believe that delivering our quality products is the result of having the best team. Take this opportunity to join our growing business and contribute to a family-owned business known for its culture and top-quality products.

### Position Type + Hours

This is a permanent full-time, salary, non-exempt position. Core hours of work are Monday through Friday, 8am – 5pm.

### Job Description

A Customer Service Representative, as part of a team, communicates with customers in order to key orders and to the customer's specification. This role also supports a sales, CAD and production team with information about customer/s, product/s, schedules, and delivery times.

### Requirements

- Communicate accurate and timely information to varying levels of employees and customers
- Attentive listener
- Aptitude for learning about varying product/s and services
- Organized and has ability to prioritize based on goals
- Dependable and self-motivated
- Strong sense of accountability
- Acts urgently and can meet deadlines
- Organized and have a keen attention to detail
- Competent navigating a computer
- Propose improvements to the overall process
- Responsible for keeping work area clean and free of safety hazards
- Adapt to changes in the work environment
- Manages competing demands

### Preferred Skills/Experience

- High school diploma or general education degree (GED)
- Prior customer service is not required but encouraged
- Must be able to convert standard measurements to metric units
- Be competent in:
  - Microsoft Access, Word, Excel, Outlook
  - Adobe Illustrator
  - Corel Draw
  - Multi-line phone

### Benefits

- 100% Employer Paid Health, Dental and Accident Insurance premiums
  - *100% covered for Employee-only and 75% for Dependent-plus coverage*
- Bi-Weekly employer contribution to Health Savings Account
- 401(k), up to 4.5% employer match
- Life Insurance, Short- and Long-Term Disability
- Vacation, Sick Time, and Paid Holidays
- Additional supplemental insurance plans are also offered

**Instructions**

Apply at [www.kbapply.com](http://www.kbapply.com). For questions, please email [recruiting@kocher-beck.com](mailto:recruiting@kocher-beck.com) or call 913-825-0434.