



About H&K

H&K International is a leading global supplier of stainless steel kitchen equipment to the food service industry with a long-established reputation for quality products, precision manufacturing and exceptional customer service. H&K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia and Asia.

Bilingual Customer Service Rep

Shift is from 10:00 a.m. thru to 6:00 p.m.

Provides customer service support by taking orders via the telephone, our website, and our fax machine from our various customers, using our AS400 based system. These orders must be analyzed and verified for accuracy in a timely manner.

Be prepared to answer questions regarding our company terms and conditions and various warranty information.

Advise customers of various specials and promotions that are running.

Resolve customer complaints if required or know when to escalate them to management.

Initiates required action for response to customer service requests for order changes, additions/deletions, or corrections potentially made by oneself or a co-worker.

Invoices the shipped customer orders by using the AS400 based system.

Ensures and provides quality service to both internal staff and external customers

Fluent in Microsoft excel to prepare, generate and distribute various sales reports etc.

Provides back-up support when requested to other coworkers

Provides support in various department related duties by being flexible as assigned by management