



BETE FOG NOZZLE, INC
50 GREENFIELD STREET
GREENFIELD, MA
01301 USA

Hi, We're BETE!

BETE is an innovative and customer-focused fourth-generation family-owned company that designs and manufactures spray nozzles, spray fabrications, and spray systems. We invented the spiral nozzle in 1950, still one of our top sellers today, and continue to develop and patent advances in nozzle technology allowing us to put our nozzles into deep sea, deep space, and everywhere in between.

Our decades of experience in spray design and Applications Engineering, combined with our CNC machine shop, in-house foundry, and spray lab, are used to design, manufacture, and test our products. We even offer Advanced Spray Engineering Services to solve more challenging and critical problems. Our innovations improve sustainable operations in a broad range of industries – including Food & Beverage Processing, Petrochemical and Chemical Processing, Energy, and Pollution Control. We listen to and partner with our customers to ensure we find the optimal solution for their spraying challenge.

What's our team like? We're friendly, collaborative, and entrepreneurial. We have a passion for helping our customers achieve success using spray technology – whether it be optimizing tank cleaning in a winery or helping scrub harmful emissions from the air. As a member of the Customer Service team, you represent our business to the customer and have a key role in our success.

Customer Service Representative Role

The Role:

The Customer Service Representative role serves an essential function as the first and primary point of contact with our customers. As a Customer Service Representative, you will be responsible for handling inbound inquiries - this includes, but is not limited to, issuing quotes, entering orders, responding to order fulfillment inquiries and order issues, creating new customer accounts, handling special project inquiries, etc. The Customer Service Representative is often the first contact for a prospective customer and is pivotal for turning a first-time customer into a loyal one. As a Customer Service Representative, you will be a crucial member of the BETE team and will help drive our success.

What You'll Do

- Serve as the primary point of contact for our customers
- Connect with our customers through multiple channels, primarily email & phone
- Process incoming Quote Requests and Orders accurately
- Field inbound inquiries regarding order status, and any other order/account related issues
- Work closely with our engineering team to provide technical information and solutions
- Work cross functionally with multiple departments to resolve customer problems and ensure orders are fulfilled smoothly
- Have a strong knowledge of all products and services to best assist our customers
- Ensure customer satisfaction and provide professional customer support with a personal touch

What You'll Bring

- At least 2 years of experience in a customer service or client-facing industry, experience in a manufacturing setting is a plus
- A high attention to detail and strong problem-solving skills
- The ability to work as a team
- Excellent organization skills and a proven ability to take initiative
- Working knowledge of Windows-based operating systems and Microsoft-based software packages (Outlook, Word, Excel, etc.)
- Familiarity with CRM and/or ERP software is a plus

What We Offer

- Pay starting at \$20 an hour
- A challenging role in an environment with a strong focus on employee satisfaction
- A competitive benefits package that includes:
 - 401(k) Retirement Savings Program (includes 25% company match)
 - Health & Dental Insurance (after 30days), Flexible Spending Account & Dependent Care Spending Accounts
 - Life and AD&D Insurance(s), Company Paid Life Insurance
 - Vacation Time, Sick Time, 8 ½ paid holidays
 - Employee Assistance Program, Employee Referral Program, and Tuition Reimbursement
 - Bi-Annual Discretionary Bonuses (June & December)
 - On-site fitness facility
 - All Employee Annual Fall Company Outing

What We Value

People: Our most valuable asset and source of present and future strength is our people. They provide ideas and vitality, determine our reputation, and establish a corporate personality visible to all. We will, at all times, treat each other with mutual respect as we carry out our responsibilities.

Products: Whether our products are hardware or services, they should be the best available quality in serving our customer needs throughout the world. They are ultimately how our customer perceives us and must be the best.

Personality: Our corporate personality projects the essence of our company both internally and to our customers. This is a positive, can-do attitude, yielding problem-solving resolutions to our customers and coworkers.

Profit: Profit is a measure of our success in efficient performance and is essential to survival and growth.

How to Apply

If you meet the requirements outlined throughout the position descriptions above and are interested in working for a well-established, successful, and progressive local area business, we would be delighted to hear from you.

To apply, simply click on the "Apply Now" tile on the Career Opportunities page; here you can submit your contact information and a cover letter/resume to our recruiting team. Or you can email a copy of your current cover letter/resume to our team at hr@bete.com and someone will be in touch with you shortly thereafter.

We are an Equal Opportunity Employer. M/F/D/V

This job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required.