



**Company -** PEER Bearing Company  
**Job Title-** Customer Service Representative  
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## **Customer Service Representative**

### **Job Description:**

A member of the SKF Group of Companies, PEER Bearing Company is a growing bearing manufacturer in the United States, serving mainly the industrial market with major strengths in agricultural, transmission, and fluid industries with a wide range of highly engineered, precision bearing products. The company has grown over the past 50 years into a Global manufacturing company. Today PEER fosters a professional working environment where every employee, at every level, is simply among their peers. PEER prides itself on its ability to retain talent through consistently challenging and rewarding our employees and providing true opportunity for career growth. Choosing to be a part of the PEER family will result in working in a unique environment where new ideas, passion, and self motivation are key. Working at PEER is not just about having a career; it's about being a part of a family that is both personally and professionally enriching. PEER's world headquarters are located in Waukegan, Illinois.

PEER Bearing Company is seeking Customer Service Representative to respond to all customer inquiries in a timely and professional manner. The Customer Service Representative must be courteous, thorough, and extremely well organized. The Customer Service Representative must be able to process orders, respond professionally to customer complaints, provide the customer with current price and delivery information, and generate written correspondence to customers and sales people. The Customer Service Representative acts as a true liaison between the customer and the PEER sales force. This position requires a person who is able to handle difficult customers, to multi-task, and to enter orders while on the telephone.

### **Requirements:**

- High school diploma or equivalent, some college preferred
- One (1) year of prior professional customer service experience (within a like industry is a plus)
- Two (2) years office experience
- Experience with Microsoft Office including Word, Excel, and Outlook
- Knowledge of MRP systems

**Hourly position (non-union)**