



Customer Service Representative (M-F 9AM-5:30P)

Come Join our fast paced, friendly environment! As a Customer Service Representative member with Reliance Orthodontic Products, you will find a friendly, team-oriented culture in a clean, safe, and climate-controlled environment!

About Us: The leader in bonding adhesive products for all types of orthodontic dental work. We specialize in adhesives for all bonding needs, with all types of appliances to any surface. Since our inception in 1981, we have achieved the reputation of providing consistent, quality adhesives available in a variety of delivery systems at a cost far below competition. Before we sell a product commercially, it is field tested clinically for two years. This thorough evaluation ensures that each product performs to satisfaction for the full treatment time and is chemically safe for you, your staff, and patients.

Responsibilities:

- Answer incoming customer calls taking orders over the phone, product problems, service questions and general client concerns
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller.
- Update customer information in the customer service database during and after each call.
- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies.
- Impact the company's bottom line by problem solving and turning new customers into repeat customers.



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Skills:

- Must be 18 years of age or older
- High school diploma/GED required
- Bilingual in Spanish is encouraged
- Familiarity with Netsuite ERP software
- Proven customer support experience or experience as a client service representative
- Ability to always remain professional and courteous with customers.
- Excellent communication and presentation skills
- Act as a liaison and provide product/service information to our customers.
- Ability to multi-task, prioritize, and manage time effectively

Job Type: Full-time

Salary: \$16.00 - \$17.00 per hour

Benefits:

- 401(k)/Pension
- Dental insurance
- Health insurance
- Life insurance
- Paid time off

**RELIANCE ORTHODONTIC
PRODUCTS, INC**

RelianceOrthodontics.com

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1540 W Thorndale Ave
Itasca, IL 60143 USA



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Schedule:

- Day shift
- Monday to Friday

Supplemental pay types:

- Bonus pay

Ability to commute/relocate:

- Itasca, IL 60143: Reliably commute or planning to relocate before starting work (Required)

Education:

- High school or equivalent (Required)

Work Location: One location

To Apply: Please forward a copy of your resume to:
Careers@RelianceOrthodontics.com