



At SafeNet, our goal is to employ the brightest and most talented people in the industry. With more than 30 offices worldwide and more than 1,100 employees, we know the importance of hiring the very best to make our company succeed. No matter what the job is—Tech Writer, Software Engineer, or Customer Service Rep—we’re always looking for our future leaders. If you’re seeking a challenging career and would like the opportunity to advance, then SafeNet may be right for you. SafeNet, get inside.

We are currently recruiting for the following position to be located at our corporate headquarters in Belcamp, MD.

Associate Customer Service Representative

Summary:

Under direct supervision maintains post-sales contact with clients in order to facilitate a positive and productive long-term relationship. Communicates with customers with regards to any account problems and discusses customer concerns and suggestions. Reports suggestions to sales, order processing, and customer support team.

Qualification Requirements:

Education:

Associate degree or equivalent combination of work experience and coursework

Experience:

Less than 18 months of customer support experience

Skills:

Basic knowledge of the company’s business operations

Good writing, editing, communication and interpersonal skills required

Proficient PC skills

PCs and related software applications

Essential Duties & Responsibilities include, but are not limited to the following:

Maintains post-sales contact with clients in order to facilitate a positive and productive long-term relationship

- Communicates with customers with regards to any account problems and discusses customer concerns and suggestions

- Facilitates the resolution of any problems and keeps the customer informed of progress
- Focuses efforts on product feedback, enhancement, upgrades and development

Communicates and coordinates activities with sales, order processing and customer support teams

- Reports customer suggestions to and develops solutions with sales, order processing and customer support team

Collaborates with other departments, as necessary, to expedite the resolution of post-sales customer problems

We offer competitive salaries, an excellent benefits package, telecommuting opportunities for some positions and a beautiful corporate headquarters overseeing the Bush River in Harford County, Maryland.

On site, our employees can take time from their busy days and unwind in our fitness center. At no cost to our employees, our fitness center includes a nice selection of stationary bikes, treadmills, elliptical machines and an all purpose multi-station gym.

Our 3rd floor break room is an ideal place to spend your lunch time with other co-workers. Fully equipped kitchen appliances and an ample selection of vending choices will give you a variety of options with lunches and dinners. A cable TV, air hockey and ping pong tables will unfortunately make your lunch break go by very fast. We are minutes away from many restaurants and “lunch places” and a few miles down the road from I-95.

To apply for this position please send your resume to humanresources@safenet-inc.com

SafeNet is an Equal Opportunity Employer

