



CUSTOMER SERVICE REPRESENTATIVE

About Aqualine Manufacturing Corp.:

Since 2006, Aqualine has been a trusted supplier of quality irrigation and plumbing products to distributors across North America. Our service-first culture is built on being helpful, responsive, and accountable.

Job Description:

Aqualine Manufacturing Corp. is seeking a responsible, well-organized, service-minded individual to join our **Decatur, Texas** headquarters as a **full-time Customer Service Representative (40 hours per week)**. As a key point of contact for customers and sales representatives, this person will set the tone for a positive and dependable experience. The role requires someone who enjoys helping others, approaches challenges with patience and curiosity, and looks for practical ways to say “yes” whenever possible. Key duties include answering phones, entering orders, monitoring inventory, maintaining databases, and completing related administrative tasks. Success in this position means communicating clearly, staying composed, taking ownership, following through, and handling customer information with accuracy, tact, and discretion.

Responsibilities include, but are not limited to:

- Approach each customer interaction with a helpful, respectful, and professional attitude
- Listen carefully, ask thoughtful questions, and respond promptly to customer inquiries by phone and email
- Take ownership of customer needs from initial contact through resolution, keeping customers informed along the way
- Enter and process customer orders accurately, with close attention to details that affect the customer experience
- Anticipate needs, identify practical solutions, and collaborate with teammates to resolve questions or concerns
- Maintain accurate, organized files and records to support reliable service and timely follow-up
- Prepare quotations and provide proactive sales follow-up and support

The successful candidate will also possess the following qualities and skills:

- A genuine desire to help others and create a positive customer experience
- A patient, courteous, and solutions-oriented approach, especially when addressing questions or concerns
- Strong listening skills and the ability to communicate clearly, warmly, and professionally in writing and conversation
- Personal accountability, dependable follow-through, and a willingness to take ownership of requests
- Sound judgment and business acumen, with the ability to remain composed and constructive
- Strong organizational, multitasking, and prioritization skills

- The flexibility to work independently and collaborate effectively as part of a small team
- The ability to complete detailed operational and clerical tasks accurately and efficiently
- Proficiency in Microsoft Word, Excel, and Outlook
- A positive, energetic, and professional presence

Benefits:

- Competitive compensation based on experience and qualifications
- 401(k) retirement plan
- Health insurance
- Paid vacation and holidays

To apply, please email your resume to hr@aqualineinc.com.