



Product Information Specialist

Location: Buffalo Grove, IL

In the past three years, Zoro has grown from a group of 6 people working out of a 2,000 square foot building, offering fewer than 100,000 products to a group of 90+ working out of a new 60,000+ square foot building, offering more than 400,000 unique products.

Imagine what you could help us achieve over the *next* three years as a Product Information Specialist!

Product Information Specialists make Zoro run by providing support in pre-sale selection, post-sale support, application and troubleshooting assistance for products that Zoro sells. Whether it be creating a tracking tool for product support calls and topics, supporting our ever-growing Customer Service team (28 agents today), or creating more than 40 online product tips to support our customers, our Product Information Specialists make sure Zoro's customers are as informed as possible about our products.

A day in the life of a Product Information Specialist:

- Helping us answer thousands of customer inquiries regarding product issues
- Defining and creating additional topical product tips for our customers
- Supporting, coaching and mentoring our Customer Service Agents

To be successful in this role:

- A Bachelors degree in a technical or engineering field is preferred or equivalent training and certification
- A minimum of 4+ years recent work experience in a maintenance or field service role in skilled trades or functions such as Electrician, Machinist, HVAC Technician, Commercial Fire Control and Security Systems Technician, Hydraulic and Pneumatic Systems Technician or Plant and Facility Maintenance Technician
- Must be able to communicate with all levels of customer and supplier organizations
- Bilingual skills are a plus

Those interested can forward a resume directly to:

Kristin Smith

kristin.smith2@zoro.com

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