



Technical Customer Service Representative – Franklin, MA

Position Summary

Sentinel Process Systems is seeking a Technical Customer Service Representative to support our growing customer base in the pharmaceutical and biotech industries. This is an exciting opportunity for someone with strong communication skills, technical curiosity, and a passion for helping others. You will serve as a vital link between our customers, suppliers, and technical sales team—helping to deliver application-based solutions and exceptional service.

About Us

At Sentinel, we are driven by a clear mission: to help our Pharmaceutical and Biotech customers develop and manufacture lifesaving therapies and cures for disease. Our fast-growing team makes smart decisions quickly, provides unmatched service, and invests in the growth and development of our employees.

This is a high-impact role with visibility and growth potential, supported by hands-on training, industry mentorship, and a winning culture that values people and performance.

Key Responsibilities

Learn our product portfolio and develop a working knowledge of their technical applications

- Provide responsive, solution-oriented service to customers and internal team members
- Generate and manage quotes and orders using our ERP system (Epicor Prophet 21)
- Support the outside sales team by preparing accurate and timely product/service quotations
- Expedite orders and manage vendor delivery timelines to meet customer expectations
- Maintain accurate and up-to-date records in our CRM system

- Follow up consistently on quotes, orders, and open issues to ensure customer satisfaction
- Help grow our business through proactive communication and value-added follow-ups

What You Bring

- Prior experience in customer service, inside sales, or technical support
- Experience in industrial distribution, or exposure to pharma/biotech environments (preferred)
- A strong technical aptitude and a willingness to learn
- Excellent communication and multitasking skills
- A desire to join a high-performing, team-oriented culture focused on results
- Proficiency in business systems (ERP/CRM) is a plus

What We Offer

- Competitive compensation
- Performance-based incentives
- Health, dental, and vision insurance
- 401(k) with company match
- Paid time off and company holidays
- Ongoing training and professional development
- A supportive, growth-focused work environment

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regard to race, color, sex, national origin, religion, age, disability, genetic information, military status, or any other characteristic protected by applicable law.