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JOB DESCRIPTION – CUSTOMER SERVICE REPRESENTATIVE

DEPARTMENT: Customer Service

JOB TITLE: Customer Service Representative

REPORTS TO: Customer Service Manager

PURPOSE: The purpose of this job is to assure customer satisfaction by representing the Company's products and services in a clear and positive manner to distributors, dealers, and consumers in accordance with Company policy.

JOB DUTIES:

- Respond to customer inquiries and needs, as received by telephone or fax, which include the following:
 - Telephone requests for product information
 - Place, change, or cancel orders as needed
 - Check on the following:
 - product/item availability,
 - manufacturing date
 - part numbers
 - old and new prices
 - Prepare associated paperwork/forms for customer service activities
 - Locate appropriate company resource to assist customer when needed
 - Fulfill orders for literature
- Provide consumers with names of distributors and dealers where product(s) are available.
- Provide timely follow-up on status of customer orders, back orders, shipping schedules, etc.; facilitate delivery when needed.
- Assist customer with wrong shipments, damaged goods, or missing parts.
- Maintain knowledge of current products and related information.
- Maintain confidential information related to customer transactions, including pricing, problems with units, manufacturing problems, etc.
- Develop and maintain good relationships with consumers, distributors, and dealers.
- As directed, assist in other areas such as order entry.

JOB REQUIREMENTS:

1. Knowledge and/or ability to learn company products, services, and related information.
2. Knowledge of basic customer service procedures/techniques and ability to effectively serve consumers, distributors, and dealers.
3. Effective written and oral communication skills.
4. Effective work organization skills.
5. Knowledge and ability to use office equipment such as the telephone, computer, calculator, fax, typewriter, and reference materials.
6. Ability to understand and work from oral and written instructions.
7. Knowledge and ability to troubleshoot and develop solutions to customer problems.
8. Basic math skill and ability to calculate simple to complex factors as required by customer service transactions.
9. Ability to remain calm and professional during peak periods of activity; manage multiple tasks simultaneously.
10. Ability to be an effective team member; communicate and cooperate with other office and plant personnel.
11. Ability to work without supervision and provide excellent customer service and/or complete related tasks correctly in a timely and satisfactory manner.
12. Ability to work daily and overtime as required.
13. Ability to assist in other work-related areas as required.

BASIC PHYSICAL REQUIREMENTS:

Approximate: 8-Hour Day (may be longer during peak season)

Key: Occasional = 0% to 33% N/A = Not Applicable
 Frequent = 34% to 66%
 Continuous = 67% to 100%

Standing Occasional
 Sitting Continuous
 Walking Occasional
 Bending/Kneeling/Crouching/Stooping Occasional
 Reaching Above Shoulder Occasional
 Climbing (stairs, ladders, etc.) Occasional

Working on Heights:

Unprotected Heights N/A
 Protected Heights N/A

Lifting Weights from 0 to 50 Pounds Occasional

Push/Pull/Maneuver Equipment/Products/Materials Occasional
 Weighing from 0 to 100 Pounds

Being Around and/or Operating Moving Machinery/Equipment N/A

Operating a Vehicle (as a part of your job) N/A

Read/Monitor Gauges on Various Equipment/Machinery N/A

Hand Movements:

Recording Data Frequent
 Operating Office Equipment Frequent
 Operating Computer Frequent
 Simple Grasping (right and left) Frequent
 Firm Grasping (right and left) Frequent
 Fine Manipulating (right and left) Occasional

Foot Movements to Operate Foot Controls N/A

Vision: Good Vision, Corrected to Normal; or Ability to Access Required Information and to Perform Job Duties YES

Color Definition Required: NO

Hearing: Good Hearing, Corrected to Normal; or Ability to Communicate/Understand Required Information and to Perform Job Duties YES

Mobility: Ability to be mobile throughout required work areas.

Office Continuous
 Multiple Locations N/A
 Plant N/A
 Equipment/Maintenance or Repair Area N/A
 Rough Terrain N/A
 Other Occasional

BASIC MENTAL REQUIREMENTS:

The mental abilities required for this job include reading, calculating simple to complex numbers, comprehending and analyzing computer information, problem solving for consumers, distributors, dealers and with other company staff. Sustaining moderate/high periods of activity with multiple tasks being performed. Communicating with a variety of internal and external sources under favorable and unfavorable conditions.

WORKING CONDITIONS AND EXPOSURES:

General office working conditions exist. Occasional visit to the warehouse and/or plant

TRAINING:

Employee handbook
Customer Service Training

JOB QUALIFICATIONS:

Education	High School/GED
Experience	Stable Work History General office/clerical experience Customer service/public contact experience, helpful Computer and other office equipment skills

"Note: This is not necessarily an exhaustive list of the job duties and requirements associated with this job, but is intended to represent an accurate reflection of the current job."

JOB DESCRIPTION ACKNOWLEDGEMENT

Job Title: Customer Service Representative

YES ____ NO ____ I have been provided a copy of the job description, or the job functions have been explained to me.

YES ____ NO ____ I understand the requirements of this job.

YES ____ NO ____ I understand that this job description is not necessarily an exhaustive list of the job duties and requirements associated with this job, but rather is intended to represent an accurate reflection of the current job. Furthermore, management reserves the right to add, delete, and/or modify any of the job duties or requirements at any time.

Date

Applicant Signature