

## **CUSTOMER SERVICE REPRESENTATIVE (CSR)**

Classification: Exempt

Department: Sales

Reports to: CSR Team Manager

Date:

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### **Position Overview:**

The customer service representative is responsible for providing effective customer service for all internal and external customers by using excellent, in-depth knowledge of company products and programs as well as communicating effectively with team members within the customer service department.

### **Essential Functions:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provides timely and accurate information to incoming customer order status and product knowledge requests to existing customers, prospective customers and internal customers.
2. Processes customer orders/changes/returns according to established department policies and procedures.
3. Works closely with the credit department to resolve disputed credit items.
4. Provides timely feedback to the company regarding service failures or customer concerns.
5. Partners with the sales team to meet and exceed customer's service expectations.
6. Work with vendors to obtain pricing, technical information, and provide part/equipment feedback
  - a. Maintain customer – to – distributor relationship.
  - b. Create, maintain, and follow up on product quotes for customers based on direct customer requests.
  - c. Communicate with vendor for assistance with information/documentation (i.e., technical support, mechanical expertise, serial number records and corresponding product manuals for serial specific items).
7. Provide assistance to ensure products are delivered according to lead time provided.
8. Adhere to established Repairs and Returns procedures.
9. Develops strong customer/product knowledge through ongoing training via in-house programs, seminars, customer interface, and vendor product training.
10. Assumes additional responsibilities as requested.

### **Competencies:**

1. Business Acumen
2. Communication Proficiency
3. Collaboration
4. Customer/Client Focus
5. Organizational Skills
6. Problem Solving/Analysis
7. Results Driven

8. Technical Capacity
9. Learning Orientation
10. Thoroughness
11. Work independently

## **Qualifications and Skills**

### **Preferred Education/Experience:**

Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Possession of a Bachelor's degree or higher from an accredited college or university with major course work in business, marketing, engineering or any other related field; and/or equivalent industry experience is preferred.

### **Skills:**

Individual must be able to communicate clearly and effectively both orally and in writing. They must display a polite and courteous phone presence. Be able to deal constructively with conflict, also able to collect, analyze, and interpret data from a wide variety of sources, and take appropriate actions. Also must have a working knowledge of the Microsoft Office Suite.

### **Additional Preferred Skills:**

Mechanical aptitude is a plus.

### **Supervision Responsibility:**

This position has no supervisory responsibilities.

### **Working Conditions:**

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax.

### **Physical Demands/Conditions/Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Be able to push, pull or lift up to 40 pounds.

### **Expected Hours of Work:**

Days and hours of work are Monday through Friday, 8:00 am to 5:00 pm. Occasional evening and weekend work may be required as job duties demand

### **Travel:**

Some travel is expected for this position.

**Work Authorization:**

Employee must be authorized to work in the United States.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

\*This job in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as requested by their supervisor.

\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.

**Signatures**

This job description has been approved by all levels of management:

Manager\_\_\_\_\_

HR\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_