



**Committed to Safety Excellence!**

**SECTION:** EMPLOYMENT POLICIES  
**SUBJECT:** JOB DESCRIPTION

**POLICY NO.** JD-CS-05  
**EFFECTIVE:** February 4, 2019  
**REVISED:** February 6, 2019

**APPLICABLE TO:** Customer Service Representative

**ISSUED BY:** Carolyn Barrage

**APPROVALS:** Scott Shearer

**DEPARTMENT:** Customer Service  
**REPORTS TO:** Customer Service Manager

### **JOB SUMMARY**

Primary duties include communications with customers, processing customer orders, repair order processing, order entry, and job creation. This position performs a wide variety of secondary duties, some of a confidential nature, including clerical functions.

### **DUTIES AND RESPONSIBILITIES**

- Communications with customers via Phone, Fax, Email and Customer Portals (Oracle.)
- Communications with Electronics, B.A. Production and Shipping Departments regarding repair order processing.
- Communicating with Sales Representatives regarding the status of repairs, etc.
- Processing customer inquiries, quotes, orders, and initiates credits, RMAs and warranties.
- Word processing and preparing spreadsheets.
- Filing and additional clerical and administrative functions.
- Covering switchboard when needed.
- Assisting Customer Service Manager with reports and metrics calculations.

### **SKILLS AND EDUCATIONAL REQUIREMENTS**

- Ability to communicate effectively both verbally and in writing. Strong phone skills are needed.
- Must be detail oriented, conscientious, and dependable. Excellent attendance is required.
- Computer literate with a thorough knowledge of Microsoft Word and Excel software.
- Graduate of business school or junior college or a minimum of three years' experience in an administrative position.
- Prior customer service experience preferred.
- Ability to handle multiple priorities and requests while maintaining accuracy and professionalism.

### **INTER-RELATIONSHIPS**

Contact with all levels of personnel within company, outside sales force, clients, and vendors

### **WORKING HOURS/LOCATION**

Corporate Office: 7:30AM to 4:00PM, 8:00AM – 4:30PM, or 8:30AM – 5:00 PM with occasional overtime required.

### **REQUIRED ATTRIBUTES**

Aptitude: Verbal ability, ability to make simple calculations, strong organizational skills.  
Temperament: Ability to perform a variety of tasks, often changing assignments on short notice.