



JOB DESCRIPTION

Job Title: Customer Service Representative
Department: Sales
Reports To: Technical Sales and Customer Service Supervisor
FLSA Status: Non-Exempt
Prepared By: Human Resources
Approved By: VP Sales & Marketing
Approved Date: Rev 9/17/18

Summary: A rewarding, fast paced, customer facing role that provides an exceptional experience to our end user and distributor customers.

Essential Duties and Responsibilities: Include the following. Other duties may be assigned.

- Build positive and rewarding relationships through phone and email contacts with singular and repeat customer interactions.
- Provide timely and complete responses to customer and prospect inquiries originating from web form submissions, email and phone.
- Help develop product and service solutions for customer projects and other needs. Oversee, document and coordinate the development of these solutions with other departments as necessary.
- Assist with system and CRM updates to verify customer type, market segment, and other key data.
- Enter customer and prospect information into CRM system and document all relevant customer and prospect interactions.
- Update customer credit terms as directed.
- Complete customer quotes for standard products and communicate them either directly or through outside sales team.
- Provide verbal or written proposals for product and service-based solutions to customers, providing all necessary documentation as required by customer or established procedures.
- Enter customer orders and provide confirmations and shipment status as required.
- Provide support to customers as necessary after the sale to maintain a positive relationship and ensure solutions provided continue to satisfy customer requirements.

- Perform follow up on all quotes as required and report any outstanding issues.
- Assist with the sale of parts and repair services by helping to troubleshoot problems, assess need and developing repair quotes. Coordinate repair and returns as necessary.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Two-year degree or 3-4 years related experience and/or training; or equivalent combination of education and experience. Must be highly organized and be able to complete tasks in a fast pace work environment.

Language Skills: Ability to read and interpret documents such as basic blue prints, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to solve practical problems and deal with ambiguity. Able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should be able to navigate and utilize commercially available software programs such as Microsoft as well as show the ability to learn proprietary CRM, MRP and database systems.

Physical Demands: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Equal Employment Opportunity: Thern, Inc. is an Equal Opportunity Employer. Thern does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business needs.