

Customer Service Rep Job Description

Position: Customer Service Rep

Department: Customer Service

Reports to: Customer Care Manger

FLSA Status: Non-Exempt

Summary of Position

Under the direction of the Customer Care Manager, the Customer Service Representative provides the best possible customer satisfaction to the organization's customers by addressing and resolving customer inquiries and problems, processing orders, preparing services orders, tracking bids, and resolving billing issues, in accordance with company policies and procedures.

Primary Duties and Responsibilities

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

1. Answer incoming customer telephone calls. Establish and maintain positive working relationships with customers by ensuring the best possible customer satisfaction by providing expertise in the analysis of systems problems and logging service calls and orders.
2. Provide accurate and timely information regarding the status of open orders to customers and technicians.
3. Prepare all assigned reports and correspondence accurately and on time, to include service log, open work orders, maintenance agreements, warranty work, billings, etc.
4. Address and resolve customer inquiries, problems and complaints regarding products, services, billing, applications, etc.
5. Address and resolve complaints and make recommendations regarding the return of equipment and the issuing of credits to customers to maintain customer goodwill.
6. Create and maintain customer files.
7. Enter all required information into the computerized systems to create and maintain the customer database, ensuring accuracy and timeliness. Prepare documents, letters, correspondence, etc. as needed.
8. Provide inside support to the outside sales representatives as needed.
9. Complete special projects as assigned.

10. Complete and maintain all required paperwork, records, documents, etc.
11. Follow and comply with all safety and work rules and regulations. Maintain departmental housekeeping standards.
12. Support main customer service for Air Logic Department when necessary, including order entry, acknowledgments and invoicing

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

- ✓ High school diploma and one to three years of related experience; or a combination of education and experience.
- ✓ Excellent Microsoft Excel, Word and Outlook skills

Language Skills

Ability to read and interpret documents such as open orders, service logs, and procedure manuals. Ability to prepare reports and correspondence. Ability to communicate effectively with customers and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.



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.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate.

Authorization/Security Clearance

Knapp Mfg., Inc. & Air Logic requires that all employees be legally authorized to work in the United States, and it abides by all laws that prohibit the employment of undocumented foreign nationals. Any person employed by the company must complete the Federal Employment Eligibility Verification Form (I-9) within three days of hire and will be entered into the Federal E-Verify system.

EEO Statement

It is the policy of Knapp Mfg., Inc. & Air Logic to provide Equal Employment Opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Knapp Mfg., Inc. & Air Logic will provide reasonable accommodations for qualified individuals with disabilities.