

Position: Customer Service Representative

Department: Customer Service

Reports To: Customer Engagement & Logistics Manager

POSITION SCOPE

Satisfy customers by logging requests and production output. Serve customers by providing product and service information; resolve product and service problems. The team member is responsible for working as a member of a cross-functional team focused on providing products of high quality and value to customers and dealers. The team member is responsible for understanding all phases of the product services, quote & delivery processes and takes responsibility for meeting the needs of customers/dealers as well as providing support to other team members.

JOB DUTIES

- Analyze the needs of the customer, sales of products/services, answer questions, and respond to customer requests
- Track sales requests and coordinate delivery dates
- Verify sales and deliveries and compare request requirements with production output
- Expedite output delivery by checking schedules; verify statuses; provide reminders
- Sort and assemble documents
- Open customer accounts and maintain customer records
- Maintain financial accounts
- Prepare product or service reports by collecting and analyzing customer information
- Using and entering information into the Customer Relationship Management Software
- Obtain freight quotes from software programs and internal partners
- Ability to learn all the product lines
- Attend the Customer First Meetings and report back to Customer Service Manager and Customer Service Representatives
- Ability to make customer focused phone calls by division and log entries in the Order Management System
- Process customer orders in a courteous, efficient, and timely manner
- Organize workflow to meet customer deadlines
- Effectively present and discuss the products and services of the company, soliciting only those desired products and/or services provided by the company and its vendors to current and prospective customers in a way that conveys an image of quality, integrity, and superior understanding and delivering on the customer's needs
- Manage telephone calls professionally, efficiently, and with good communication skills
- Attend to customer questions, complaints and concerns immediately, and facilitate satisfactory resolution
- Understand and appropriately use the company pricing system and policies
- Review estimates and invoices for accuracy

REQUIREMENTS

- Detail oriented and organized
- Strong written and verbal communication skills
- Strong PC knowledge
- Good numeric aptitude and analytical skills to compute discounts and credits
- Professional presence
- Demonstrated ability to work independently
- Experience working in a team environment
- Experience working with Agricultural related products and equipment as well as Secondary Containment Systems
- Self-motivated, cooperative, and flexible