

**CUSTOMER SERVICE REPRESENTATIVE**

**POSITION SUMMARY:**

Customer Service Representatives play a critical role in the maintaining of Alltite’s commitment to customer service excellence. The Customer Service Representative is responsible for transactional interaction with both internal and external customers to aid them in the placing and expediting of orders, quotations, and technical assistance.

**RESPONSIBILITIES:**

* Respond to internal and external customer inquiries by phone or email in an accurate and timely manner
* Process customer quotation requests, orders and expedite requests
* Manage and complete follow up activities to ensure internal and external customer satisfaction
* Provide customers with technical assistance related to the Alltite suite of products and services
* Consistently evaluate external customer interactions for opportunity to expand their relationship with Alltite through the application of complimentary goods and services
* Maintain a level of flexibility in order to succeed in a fast paced work environment
* Professional and timely communication to supervisor or other departmental leaders as needed
* Follow all established processes for the expeditious handling of all internal and external customers
* Act as liaison between new customers and Accounting to ensure quick setup in the appropriate Alltite business systems
* Document activities in the appropriate systems provided
* Complete other special projects or duties as requested
* Embrace change

**QUALIFICATIONS:**

* 4 year degree or equivalent work experience
* Proficient data entry skills
* Must demonstrate ability to problem solve, learn new processes and change as needed
* Proficient in Microsoft Office with strong verbal and written communication skills
* Ability to convey complex ideas, and thoughts via written and verbal communication in a timely fashion
* Ability to adjust to varying customer and co-worker communication styles and personalities
* Satisfactory background check
* Ability to lift 50 lbs. without aid on occasion and ability to sit at desk for four hours using computer

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.

**Preferred qualifications or skills:**

* Mechanically inclined
* Two or more years of experience in Sales or Customer Service
* Experience in with MicroSoft Dynamics Office products or other ERP and CRM systems

**Compensation:**

Non-exempt position, base wage

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