



SALES DEPARTMENT

Orig. Date: 3/18/99

JOB DESCRIPTIONSRevision Date:

POSITION TITLE: Customer Service Representative**Brief Job Description:** Provide customer service and sales support to customers, Dealers, Regional Managers, inside sales, and internal departments**Reports To:** Sales Engineer**Interfaces with:** Personnel in sales, Customers, Dealers, Regional Managers Engineers, and Shipping Departments.**Responsibilities and Duties:**

- Interaction with dealers and customers providing sales support and service for all products.
- Quote standard products and spare parts to customers and dealers.
- Order entry, order tracking and follow-up to ensure timely delivery of products.
- Invoicing.
- Returned goods authorization management and follow-up.

Requirements & Qualifications:

- College Degree or equivalent experience in customer service and sales.
- Proficient in PC based applications (Excel, Word).
- Ability to quickly learn new software applications.
- Ability to handle multiple tasks.
- Mechanical aptitude and ability to learn companies product line.
- Exceptional customer service skills and ability to interact with all customers, internal and external.
- Ability to work independently.
- Exceptional attention to detail.
- Excellent communication skills.