

Customer Service Specialist



Job Description

Career Opportunity Communication to ITS Employees

Position Title	Customer Service Specialist	Job Category [Office or MFG]	Office
Department/Division	Aftermarket	Dept. Code	11 Sales Spare Parts
Location	Milwaukee	GL Number	11-00
Hiring Manager	Aftermarket Parts & Service Manager	FLSA Status	Non-exempt
Date Released	April 2013	Approved by	

Summary

Under the direction of the Aftermarket Parts & Service Manager, the Customer Service Specialist 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.

Essential Duties and Responsibilities

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

1. Respond to inquiries from customers to establish and maintain positive working relationships to ensure the best possible customer satisfaction by providing mechanical and electrical parts knowledge to obtain a sales order.
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 open customer orders, maintenance agreements, billings, etc.
4. Communicate to Aftermarket Department to resolve customer inquiries, problems and complaints regarding products, services, billing, applications, etc.
5. Address and resolve complaints and make recommendations regarding the return of product and the issuing of credits to customers to maintain customer goodwill.
6. Participate in the management of the online replacement parts catalog.
7. Create and maintain customer files.
8. 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.
9. Provide inside support to the sales and engineering staff as needed.

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 graduate or GED. Associate Degree in Administrative or Technical Trade related field preferred.
- Related work experience in a sales related Customer Service environment, usually acquired through 2-5 years of exposure

Knowledge, Skills and Abilities

- Ability to communicate effectively with customers and other employees of the organization.
- Ability to problem-solve and find solutions.
- Must be able to read and interpret documents such as safety rules, employee policies and procedures, contracts, handbooks, and benefit information.
- Mathematical skills that require the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to record and log information accurately.

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- Effective interpersonal, verbal and written communication skills are essential.
- Must be able to handle multiple tasks in a very fast paced, sometimes stressful environment and possess strong decision-making skills.
- Demonstrated proficiency in general office related software. (Ex: Microsoft Office and/or MRP/ERP System)
- Ability to apply common sense understanding to carry out instructions furnished in verbal, written, or diagram form.

Supervisory Responsibilities

None

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 frequently required to sit; talk or hear; and use hands to finger, handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion, the incumbent may be required to stoop, bend or reach above the shoulders.

The employee must occasionally lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, 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.

Employee

Acknowledgment _____

Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

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Physical Requirements/Working Conditions for Office Positions (November 2012)				
	Never 0%	Occasionally 1-35%	Frequently 36-66%	Continuously 67-100%
I Physical				
A. Lift/Carry				
1. Up to 10 lbs		XX		
2. 11 to 20 lbs		XX		
3. 21 to 50 lbs		XX		
4. 51 to 75 lbs	XX			
5. 76 to 100 lbs	XX			
6. Over 100 lbs	XX			
B. Push/Pull				
1. Up to 25 lbs		XX		
2. 26 to 50 lbs		XX		
3. 51 to 75 lbs	XX			
4. 76 to 100 lbs	XX			
5. Over 100 lbs	XX			
C. Sit			XX	
D. Stand			XX	
E. Walk			XX	
F. Climb		XX		
G. Twist		XX		
H. Bend		XX		
I. Crawl/Kneel/Squat		XX		
J. Reach above Shoulder Level		XX		
K. Manual Dexterity				
1. Grasping			XX	
2. Fine Movements			XX	
L. Vision				
1. Near			XX	
2. Far			XX	
3. Depth Perception		XX		
4. Color Vision		XX		
M. Hearing (Ordinary Conversation)				XX
N. Speech				
1. Ordinary Conversation				XX
2. Telephone Conversation				XX
II Working Conditions				
A. Work Area				
1. Inside				XX
2. Outside		XX		
B. High (85 Degrees +) Temperature		XX		
C. Low (50 Degrees -) Temperature		XX		
D. Wet and/or High Humidity		XX		
E. Sudden Temperature Change		XX		
F. Noise				
1. Especially High Level	XX			
2. Vibrations	XX			
G. Hazards				
1. Mechanical	XX			
2. Electrical	XX			
3. Burns	XX			
4. Explosions	XX			
5. Radiant Energy	XX			
H. Atmospheric Conditions				
1. Fumes	XX			
2. Odors	XX			
3. Dust	XX			
4. Mists	XX			
5. Smoke	XX			
6. Gases	XX			
7. Poor Ventilation	XX			