



JOB POSTING

Position: **Customer Service Representative**
Posted: **December 15, 2011**
Applications Due: **December 29, 2011**

Department: Customer Service

Reports To: Customer Service Manager

Career Level: Entry Level

Summary: Promote company image through professional service and actions. Interacts with customers and records information into computer for customer service by performing the following duties

Essential Duties and Responsibilities:

- This position is in a call center customer service environment – primary customer contact is phone.
- Answers incoming calls for order placement in Powercerv and customer service.
- Answers questions about products, services, pricing, order status, backorders, and shipping inquiries.
- Processes items returned and exchanged by customer and items missing from shipment.
- Ensures zero calls transferred to Midco overflow center and zero calls abandoned.
- Attends weekly product school and takes quizzes from the school to ensure product knowledge.
- Audits personal open order report daily.
- Redirects calls to other departments as needed
- Enter customer orders with accuracy and efficiency
- Responds to and resolves customer service issues via telephone, fax and email.
- Enters customer orders and quotes under \$1000.
- Follows up on orders with the customer after they have received the shipment to ensure satisfaction.
- Updates customer information in Powercerv.
- Solicits sale of new or additional products and make recommendations to upgrade products to customer.
- Logs into the phone for 5.5 to 6.5 hours per day unless designated another project by the Customer Service Manager.

Education and/or Experience: Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Computer Skills/Office Equipment: To perform this job successfully, an individual should have knowledge of Accounting software; Database software; Internet software; Spreadsheet software and Word Processing software. Ability to use personal computer with EXCEL, WORD, POWERCERV and the Internet effectively. Ability to operate postage machine, fax, copier, phone, shredder, and printer.



Power Systems Inc. is an equal opportunity employer and does not unlawfully discriminate in employment. Qualified applicants are considered for all positions without regard to age, race, color, marital status, religion, national origin, veteran's status, disability, or any other legally protected class. Applicants may be subject to pre-employment drug screening.

