

**POSITION TITLE:      CUSTOMER SERVICE REPRESENTATIVE**

**POSITION SUMMARY:**

Satisfy and retain customers by scheduling deliveries and services, responding to inquiries, and taking appropriate action to resolve issues.

**MAJOR DUTIES AND RESPONSIBILITIES:**

**Improve customer satisfaction and retention:**

- Respond to customer requests courteously; take appropriate and immediate action to satisfy the customer on the first inquiry.
- Schedule deliveries, installations and service calls, taking into account efficient use of company resources while offering customers viable options.
- Maintain accurate and complete customer documentation. Maintain route system.
- Maintain security of all customer information and property.
- Maintain open and positive communication with other employees, departments and dealerships, and provide assistance where possible to support company-wide goals to exceed customers expectations.
- Actively support the sales effort, responding to inquiries, setting appointments and tracking leads.
- Seek opportunities for additional sales.

**Actively support a positive team environment that is conducive to the efficient and effective “serving” of our customers; safeguard company assets.**

- Demonstrate professionalism, courtesy and tactfulness in all interactions with customers, employees and vendors.
- Accurately process all required information in a timely manner.
- Prepare and process all documents that charge and credit customer accounts. Resolve errors.
- Know and follow company policies and procedures; identify need for and suggest change when appropriate.
- Assist/train other employees as requested.

Perform other duties as assigned.

**POSITION REQUIREMENTS**

- High school diploma or equivalent.
- Effective verbal and written communication skills.
- 2 years' customer relations experience.
- Pass drug screening test
- Complete assessment inventories