

## **Customer Service Representative**

### **JOB DESCRIPTION**

#### **Summary/Objective**

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

#### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Clearly communicate with customers via telephone, electronic, or face to face.
2. Respond to customer inquiries in a courteous manner. Promptly respond and resolve every customer inquiry.
3. Set up new customer accounts in electronic database.
4. Record details of inquiries, comments, and complaints during and after interaction with customer. Also record any action taken.
5. Schedule deliveries, installations, and service calls, taking into account efficient use of company resources while offering customers viable options.
6. Maintain accurate and complete customer documentation.
7. Maintain confidentiality and security of all customer information and property.
8. Actively support the sales effort, responding to inquiries, setting appointments, and tracking leads.
9. Demonstrate professionalism, courtesy and tactfulness in all interactions with customers, employees, and vendors.
10. Accurately process all required information in a timely manner.
11. Prepare and process all documents that charge and credit customer accounts. Resolve errors.
12. Able to produce accurate data entry and transactions
13. Proficient in Microsoft Office products
14. Perform work with Sterling Culligan Water company values in mind:
  - Integrity: Do the right thing. Trust and honesty are essential in everything we do.
  - Safety: Take action to prevent accidents and injuries.
  - Teamwork: Work together to accomplish our goals.
  - Continuous Improvement: Search for and implement better ways.
15. Other duties, as assigned

#### **Key Performance Behaviors**

Successful Sterling Water employees consistently meet or exceed the following key performance behaviors: Adaptability, Learning, Continuous Improvement, Customer Focus,

Decision-Making, Delivers Results, Integrity, Safety Focus, Teamwork, Technical Knowledge, and Communication.

**Supervisory Responsibility**

This role has no supervisory responsibilities.

**Work Environment**

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**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.

This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. Individuals may need to sit or stand as needed. This position may require walking primarily on a level surface for periods of time as well as reaching above shoulder heights or below the waist or lifting as required to file documents or store materials throughout the workday. Proper lifting techniques are required. This position may occasionally lift up to 25 pounds for files and computer printouts.

**Position Type and Expected Hours of Work**

This is a full-time position. Days and typical hours of work are Monday through Friday, 8:30a.m. to 5:00p.m., 40 hours per week.

**Required Education and Experience**

1. High school diploma or GED diploma
2. 1 -3 years of customer service experience in an office setting

**Preferred Education and Experience**

1. Previous cash handling experience
2. Previous data entry experience

**Work Authorization**

Must be legally authorized to work in the United States of America.

**Equal Employment Opportunity Statement**

Sterling Water, Inc provides equal employment opportunities to all employees and applicants for employment. In addition to federal law requirements, Sterling Water, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment. Sterling Water, Inc. expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Sterling

Water, Inc.'s employees to perform their job duties may result in discipline up to and including discharge.

**Benefits and Perks**

At Sterling Water, Inc. we offer competitive compensation and an impressive benefits package. Benefits include medical, dental, and life insurance, short and long-term disability programs, robust retirement benefits, employee incentive pay, PTO, paid holidays, commission pay, tuition reimbursement, and a shortened work week during the summer months.

**Classification**

Non-exempt

**Reports to**

Office Manager

**Revision Date**

10/12/2021

**Travel**

No travel is expected for this position.

**Signatures**

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_