# **NSCA**

# **Sample Position Description**

# **Title:** Customer Service Representative

**Reports to:** Operations Manager

**Class:** Full-Time

**Type:** Salary

**Revised:** 9/15/20XX

# **Primary Role:**

Responsible for carrying out the company’s mission, goals and objectives. Supports and maintains customer service, service contracts and warranty systems for <COMPANY NAME> customer service. Works closely with Operations department, all branches, and the Controller to prepare and generate information for effective control/monitoring of contracts, customer service and warranty (sales, service and administration).

**Responsibilities:**

1. Prepare and generate new service contracts and renewals
2. Works with Controller to ensure accurate billing of service contracts
3. Prepares, maintains and assists coordination of all service contract preventive maintenance schedules with company office(s)
4. Maintains job files for all potential maintenance opportunities based on bookings and updates sales in sales tracking software
5. Ensure that all customer service procedures are understood
6. Coordinate, update and maintain service contract pricing guidebooks for office(s)
7. Coordinates installation completion forms with billing to speed up billing process
8. Presents <COMPANY NAME>’s image to the community in a positive manner through community involvement activities
9. Prepares, generates and maintains customer service surveys and response tracking system
10. Prepares, generates and maintains out of warranty letters and out of warranty tracking
11. Coordinates and tracks all upgrade programs for service contracts
12. Assists with inside sales of service contracts
13. Other duties as assigned by company management

### **Accountability:**

# The Customer Service Representative will be accountable to the Operations Manager. Secondary accountability will be to the other management team members, employees and customers of the company.

# **Qualifications:**

The Customer Service Representative shall possess a minimum of a two-year degree with coursework in business or accounting. Must have working knowledge of Microsoft Office Suite and other office equipment skills. Must possess excellent customer service and problem solving skills.

## Travel:

No travel required.

**Additional Skills and Abilities:**

1. Excellent written and verbal communication skills.
2. Must be responsible, self-motivated, self-starter, personable and well-organized.
3. Superior customer service skills to deal with both internal and external customers.
4. Ability to manage multiple tasks simultaneously.
5. Strong interpersonal skills; ability to work with diverse groups.
6. Proficiency in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint and Outlook.
7. Ability to demonstrate planning, organizing and implementing skills which allow the successful completion of a project by a specific due date.
8. Must be able to effectively handle stressful situations.
9. Must be able to read and effectively interpret general business documentation.
10. Valid and current drivers license.

**Physical, Mental and Environmental Requirements:**

1. Employee is required to stand, walk, climb, sit and use hands and fingers.
2. Some light lifting of objects is required.
3. Reaching, grasping and carrying activities also required.
4. The noise level in the work environment is usually moderate.
5. Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.