# **NSCA**

# **Sample Position Description**

**Title:** Customer Service Representative

**Reports to:** Operations Manager

**Class:** Full-Time

**Type:** Salary

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

**Primary Role:**

The purpose of this job is to assure customer satisfaction by representing the Company’s products and services in a clear and positive manner to distributors, dealers, and customers in accordance with Company policy.

**Responsibilities:**

1. Respond to customer inquiries and needs, as received by telephone, fax, email or in-person which include the following:
2. Requests for product information
3. Place, change, or cancel orders as needed
4. Check on the following:
5. product/item availability
6. manufacturing date
7. part numbers
8. old and new prices
9. Prepare associated paperwork/forms for customer service activities
10. Locate appropriate company resource to assist customer when needed
11. Fulfill orders for literature
12. Re-order literature
13. Oversee process for repair of customer equipment
14. Provide timely follow-up on status of customer orders, back orders, shipping schedules, equipment in for repair, etc
15. Assist customer with wrong shipments, damaged goods, or missing parts.
16. Assist customer or sales/service staff with re-order of replacement parts for customer equipment
17. Maintain knowledge of current products and related information
18. Maintain confidential information related to customer transactions, including pricing, problems with units, manufacturing problems, etc
19. Develop and maintain good relationships with customers and vendors
20. As directed, support sales and operations staff with customer-related fulfillment requests

**Accountability:**

The Customer Service Representative will be accountable to the Vice President of Operations. 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 High School Diploma/GED. 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.