

Job Description

Job title	Parts Research/Customer Service Representative	Salary Grade:	NA
Reports to:	Parts Buyer	FLSA Class:	Nonexempt
Date created:	July 31, 2015	Date Revised:	NA
Manager:	D. Bromberek	Human Resources:	S. Solarz

Job Summary

The Parts Research/Customer Service representative is responsible for providing outstanding service to customers via telephone and email interaction with special emphasis on product and on investigating special order requests.

Essential Functions

- Answer incoming customer phone calls and emails with timely and accurate information concerning parts, orders, returns, shipments availability, pricing and services.
- Research answers to questions about parts availability using a variety of sources.
- Generate additional sales through cross-selling and/or up-selling techniques.
- Process special orders.
- Monitor Company websites and other databases and enter updated information as needed.
- Keep customer-facing departments informed as new products are added and existing products are discontinued.
- Establish, build, and maintain stakeholder relationships based on consistent service delivery and trust.

Competencies

- Customer focus and service attitude (friendly, courteous and helpful).
- Communication proficiency, including the ability to clearly converse in English on the phone and in email.
- Effective research and problem-solving skills.
- Ability to maintain a professional, calm demeanor under pressure.
- Persuasive.
- Team oriented.
- Basic computer skills, including the ability to navigate screens, send and receive email, and perform basic word processing and spread sheeting tasks
- Thoroughness and high attention to detail.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

This job is performed primarily in a typical office setting.

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

While performing the duties of this job, the employee is regularly required to talk and listen. The employee is frequently required to sit, stand; use hands to finger, handle or feel, and reach with hands or arms.

Equipment Used

This job routinely uses standard office equipment such as computers, telephones, photocopy machines, fax machines and filing cabinets.

Expected Hours of Work

This is a full-time position. Typical work hours are 7.5 hours each day, scheduled from 8:00 AM until 4:30 PM, Monday through Friday. Occasional overtime may be required.

Travel

Travel is not required for this position.

Required Education and Experience

High school diploma or GED, or equivalent years of experience are required.

Preferred Education and Experience

Industry or product knowledge is preferred.

Work Authorization

Must be authorized to work in the United States.

Other Duties

Please note that this job description is not designed to provide a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.