

Reports to: Customer Service Manager

Department: Customer Service Agent

Classification: Non-Exempt

Last Updated: 12/07/2021

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### Job Summary:

The Customer Service Agent helps dealers, distributors, and end-users be successful with our products. They respond to customer contacts through all channels chat, email, and phone by offering product and service solutions. The Customer Service Agent will enter finished goods orders. They will establish relationships with our business partners to grow and cultivate new business.

### Our Team:

Our team is made up of amazing individuals who care and invest in what they do. They are goal driven and are professionals who mirror our business values of excellence, servant-leadership, and live by the golden rule. The culture at King Technology is strong and creates an extremely desirable place to work.

### Essential Functions:

- Manages and responds to incoming submissions to our company website
- Helps customers with product questions and technical troubleshooting. Makes recommendations to ensure customer satisfaction.
- Ensures accurate and timely order entry of finished goods orders
- Answers incoming phone calls in support of our product lines.
- Responds to chats from our website.
- Enters program, literature, point of purchase, and good will orders
- Works as back up support in order queue management. This requires a detailed knowledge of order entry. You will work closely with King Technology's internal departments such as Production, Sales, Marketing and Accounting to successfully manage the queues.
- Handles all distributor/dealer/sales representative inquiries relating to order status, literature requests and sales and marketing programs
- Serves as the primary customer contact for order discrepancies and Return Material Authorization processes
- Maintains, updates and documents departmental procedures
- Handles projects delegated by manager
- Travels to trade shows if needed, voluntarily

### Required Skills:

- Must be able to work independently and manage workload
  - Will interact with a wide range of people on a technical subject
  - Excellent verbal and written communication skills are a must
  - The ability to solve problems and possesses organizational skills
  - Demonstrates the ability to be very detailed
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### Job Qualifications:

- High school diploma: post high school education preferred
  - 2-3 years of Customer Service experience required
  - Must have experience with MS Office suite
  - Embrace and foster company values of Integrity, Excellence, People Chemistry, Golden Rule, Courage and Servant-Leadership.
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