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Reports to: Customer Service Manager

Department: Customer Service Agent

Classification: Non-Exempt

Last Updated: 10/10/23

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## Job Summary:

The Customer Service Agent helps dealers, distributors, and end-users be successful with our products. They respond to customers through all our 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 both chat and email
- Enters finished goods orders for the company
- Is an expert at our products, services, and water care solutions
- Handles all distributor/dealer/sales representative inquiries relating to order status, literature requests and sales and marketing programs
- Updates company databases
- Handles projects delegated by manager or team lead
- Must act with honesty and integrity
- Be prepared to be relational and act with trust and support for your teammates and our customers

## 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

## 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