

Reports to: CSR Supervisor

Department: Sales

Classification: Non-Exempt

Last Updated: 3/26/2018

Job Summary:

The CSR I help dealers, distributors, and end-users be successful with our products while taking ownership of daily order entry procedures. Performs a wide variety of duties including order entry, responding to customer inquiries, offering product/service solutions, along with establishing business relationships with Sales Representatives and Key Customers. An integral role in the day-to-day operations that support the Sales Department.

Essential Functions:

- Ensures accurate and timely order entry. This entails working closely with the customer's purchasing agent(s) and also working closely with King Technology's internal departments such as Production, Sales, Marketing and Accounting.
- Manages and responds to incoming submissions to our company website.
- Serves as the primary customer contact for order discrepancies and Return Material Authorization processes.
- Helps customers with product questions and technical troubleshooting. Makes recommendations to ensure customer satisfaction.
- Handles all distributor/dealer/sales representative inquiries relating to order status, literature requests and sales and marketing programs.
- Maintains, updates and documents departmental procedures.
- Handles projects delegated by supervisor.
- Assumes back-up role to the receptionist; answering phones on an on-call basis when other back-up resources are unavailable.
- Travels to trade shows if needed, voluntarily.

Job Qualifications:

- High school diploma; post high school education preferred.
- 2-3 years of Customer Service experience preferred.
- Excellent verbal and written communication skills.
- Excellent problem solving and organizational skills.
- MS Office computer skills.