

# CUSTOMER SERVICE SPECIALIST

Eagleville, PA

## SUMMARY OF POSITION

*Works in a fast-paced, team-oriented environment that works closely with customers and staff. A person in this position will answer incoming phone calls. Position requires good telephone etiquette and ability to handle customers in a quick, polite & efficient manner, as well as handle agitated customers. This position also requires attention to detail, as this person will also enter prices and part numbers into the database. Other tasks will be called upon to support bookkeeping, sales, and service. Must be detail oriented with a strong work ethic focused on providing a positive customer experience.*

## JOB INFORMATION

**Hours per week:** 40

**Reports to:** Operations Manager

**Location:** Eagleville, PA, 19403

**Work Environment:** Office or Showroom

## RESPONSIBILITIES

- Answer incoming phone calls in a polite & professional manner
- Process warranty claims from start to finish
- Work with service department to keep accurate track of parts inventory and keep organized and accessible for all staff
- Entering of work orders into Ideal Computer system and bill customers accurately
- Ensure accuracy by communicating with Field Technicians & Service Coordinator
- Serve as additional contact for Service Coordinator to handle tasks & issues in a timely manner
- Sell parts to customers via phone and in showroom, accurately research parts
- Resolve customer complaints
- Understanding of operation of appliances to be serviced
- Provide reports of service call volume
- Communicate customer concerns to Manager, as necessary
- Follow all procedures as given and developed
- Assist in development of procedures as requested by management
- Other special projects and duties as assigned
- Assist other aspects of company as needed

## QUALIFICATIONS

- Previous experience in a fast-paced office, sales, or customer service environment
- General computer skills with ability to learn new technologies
- Ability to learn technical aspects of hearth industry
- A high level of attention to detail
- Excellent phone etiquette
- Excellent written and verbal communications skills
- A high level of professional conduct and work ethic
- Good self-management skills to keep up with volume in fall and winter; keep productive in slower spring and summer
- Proven problem resolution skills in customer relationship management, pricing, quality, P.O.'s, billing, returns, credits, shipping, etc.
- Organized multitasking abilities

## PHYSICAL DEMANDS

- Hearing and speaking
- Lift & Carry 40 lbs.
- Close vision
- Distance vision
- Peripheral vision
- Depth perception
- Ability to adjust focus

## BENEFITS



Paid Vacation



Paid Holidays



Health Insurance



Retirement Funding