

# Anta Electric

## Job Description



Last Updated: 06/26/19

**Job title: Customer Service Representative**

**Work Location: 14 Fairchild Square, Clifton Park, NY 12065**

**Division/Department: Customer Service**

**Reports to: Operations Manager**

**Full-time**

**Part-time**

**Exempt**

**Nonexempt**

### Essential Duties and Responsibilities:

Serves customers by providing product and service information; resolving product and service problems.

- Listen to our customers and use your expertise, creativity, and passion to explore our product offerings and assist with customers purchase decisions
- Discuss products offered by explaining their features and benefits; employ professional service and sales techniques, and ensure customer satisfaction
- Assist customers by effectively listening, understanding the reason for their inquiry, providing technical assistance, setting customer expectations, and proposing options for resolution which are in the best interest of the customer, our vendor, and our business
- Provide a excellent customer experience on each interaction whether with a customer, vendor, or a co-worker (phone, e-mail, and/or live chat)
- Project a professional company image through phone and email interactions
- Simultaneously navigate multiple software applications and technologies
- Assist team members by sharing technical knowledge and supporting team efforts
- Qualify business opportunities for target companies
- Schedule meetings with prospects and companies that fit a target profile
- Enter notes in the system, and execute meeting logistics
- Able to achieve and exceed daily, weekly and monthly goals
- Must be able to clearly share thoughts and concerns through both verbal and written communications
- Enter all customer orders into VJS after verifying Revision Levels, pricing, delivery and any special customer requirements
- Complete and file all new customer order sheets along with the hard copy of the customer's order for ease of retrieval.

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- Monitor on-time delivery performance for key accounts
- Provide forecast information as available to Planning
- Point of contact for all customer questions and issues
- Other Tasks as assigned by Customer Service Manager

**Education and/or Work Experience Requirements:**

- Bachelor's degree or at least 2 years of telephone business to business sales experience.
- Knowledge and competence in the major elements of inside sales including business development, customer qualification, and customer acquisition
- Excellent written/verbal communication
- Strong computer skills
- Self-motivated with superior problem solving and negotiation skills
- Effectively prioritize sales efforts and activities
- Excellent organization and time management skills
- Ability to multitask in a fast paced environment
- Ability to work across multiple departments in an effort to achieve customer satisfaction

**Other Requirements:**

- Ability to maintain regular, punctual attendance.
- Must be able to talk, listen and speak clearly on telephone.

**Print Employee Name:**

**Employee signature:**

**Date:**

**Manager signature:**

**Date:**

**Job Title:** Customer Service Representative

**Department:** Production

**Required Job Specific Training after Hire:** The topics listed below are required to be trained within the time frames indicated.

“On the Job” (OTJ) training will take place when the assembler is assigned those tasks. An “On the Job” training form (# 300297) must be completed and signed by the Supervisor. This training should also be added to the New Hire Training Form (# 300131) and signed in accordance with PRM 009 (Competence, Awareness and Training)

Date required:	Training Topics:
Day 1	The Company & Organization
Day 1	Product Overview
Day 1	Quality Management System
Day 1	OSHA: Fire, Health, Safety
Day 1	Employee Handbook <b>(Read and SIGN)</b>
Week 1	Basics of Visual Job Shop (VJS) ERP System
Week 1	Sales Order Entry in VJS
Week 1	Quote Entry Into VJS
Week 1	
Week 1	Quality Objectives as they relate to customer service
OTJ	RMA System and logs
OTJ	Customer Specific Processes as Required