

CUSTOMER SERVICE REPRESENTATIVE

Job Summary

The Customer Service Representative (CSR) is responsible for responding to technical support, quoting and order fulfillment requests from the outside sales force, customers, dealers and resellers in the sewer and waterblast divisions. Duties include ensuring that incoming phone enquiries are handled in a timely and professional manner, quotes and orders are accurately written and processed, and participating in necessary technical and product training to remain up to date on products and services offered by StoneAge.

The CSR must have excellent verbal and written communication skills. Must have mechanical aptitude and understand how StoneAge products work. Must strive to give superior customer service and look for ways to proactively solve customers' problems.

This position reports to the Customer Service Manager.

Essential Functions

- Answer all incoming calls with a timely, courteous and professional manner, with a focus on superior customer service and a desire to solve the customer's problems.
- Check and respond to general inquiries that come in to the Sales email box.
- Acts as point of contact for technical questions from contractors and other end users.
- Process quotes and sales orders via email, phone and fax.
- Assist technical representatives and/or Engineering as needed, and follow up on quotes and unique projects in the field.
- Log call information (product feedback, market info, customer contact update, etc.) into EPICOR and/or CRM to share with rest of company.
- Follow-up calls after individual shipments greater than \$10,000 to ensure everything was received correctly.
- Assist off-site technical reps and sales force as necessary.
- Manage RMA's and track reasons for returns: warranty issues, mis-shipped items, incorrectly ordered items or product repairs.
- Gives dealer and customer training classes when required.
- Perform other duties or responsibilities assigned by Customer Service Manager.

Knowledge and Training Requirements

The Account Representative must understand:

- StoneAge Waterblast and Sewer Tools and equipment and their capacities, capabilities, and applications.



- Processes and procedures for opening new accounts, completing sales orders, and RMA's.
- Freight terms, requirements on customs documentation, shipment tracking and general shipment information.
- Microsoft Office software (Word, Excel, and others) + CRM and Order Entry component of EPICOR.
- Other internal tools such as jetting charts, technical manuals, etc.
- How to establish and maintain positive working relationships with other employees and to communicate and interact effectively with management and team members at all levels through both verbal and written means.
- Respond to dealer needs by embracing StoneAge's culture and business practice of providing outstanding service.

Other Information

- Travel may be required.
- Extended working hours may be needed at peak times or when short staffed.