**Employee:**

**Job Title: Customer Service Representative/Product Specialist**

**Department: Customer Satisfaction**

**FLSA Status: non-Exempt**

**Employee Category: Full-time Date of Hire:**

**SUMMARY -** As a Customer Service Representative/Product Specialist, you will be a key player in the continued success of our tradition as a manufacturer of the finest quality patio/sunrooms and awnings.

**ESSENTIAL JOB FUNCTIONS**

This position requires that work is conducted at our business location; little or no telecommuting is available.

1. Trained and works within the framework developed by Craft-Bilt in regards to procedures, systems, processes, policies and products.
2. Processes customer orders and/or quotations accurately and in a timely manner in accordance with company policy and schedules.
3. Takes / makes telephone inquiries from all customers in regards to the sales and use of products that Craft-Bilt sells and manufactures.
4. Receives, records, and evaluates customer complaints, and performs required corrective action in accordance with company policy.
5. Cultivate and maintain relationships both internally and externally
6. Furnishing of technical information to customers upon request.
7. Maintaining accurate inventory, communications and other records with proper use of Company ERP computer system.
8. Expediting finished product requirements.
9. Works as part of a team to meet Company goals.
10. Participate and assist in training programs. Assists in training new Associates as directed and supervised by management.
11. Wears the required personal protective equipment (PPE) necessary for each job task if necessary per the PPE assessment.
12. Possesses excellent communication, telephone, and organizational skills, being able to interact well with customers, management, administration, and production, while satisfactorily completing multiple assignments in a timely fashion.
13. Follows company safety policies and procedures.
14. Performs other duties as necessitated by management

**REQUIREMENTS**

* High school diploma or general education degree and at least 2 years of customer service experience strongly preferred in a fast-paced, manufacturing environment.
* Must engage in continuous learning/training on Craft-Bilt products, technology, and markets through in-house training.
* Proficient in math, reading, and writing.
* Possesses excellent communication, Excellent phone etiquette - ability to clearly communicate verbally, interact well with customers, management, administration, and manufacturing, while satisfactorily completing multiple assignments in a timely fashion.
* Possesses exceptional judgment, initiative, discretion, tact, and personality in all areas of responsibility while maintaining high levels of confidentiality.
* Demonstrated proficiency in using computer-based programs, specifically Microsoft Office products.

**PHYSICAL DEMANDS**

## The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Individuals may need to sit or stand as needed.
* May require walking primarily on a level surface for periodic periods throughout the day.
* Reaching above shoulder height, below the waist, or lifting as required to file documents or store materials throughout the workday.
* Proper lifting techniques required. May include lifting up to 25 lbs. for files or computer printouts on occasion.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The performance of this position may occasionally require the employee to be exposed to the manufacturing areas where, in certain areas, the use of personal protective equipment (e.g., safety glasses with side shields and hearing protection) is required.

For the most part, ambient room temperatures, lighting and traditional office equipment is as found in a typical office environment.

I have read and understand my responsibilities as Craft-Bilt’s Customer Service Representative.

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Employee Signature Date

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Supervisor Signature Date