

## **JOB DESCRIPTION**

**JOB TITLE:** Customer Service Representative

**EMPLOYER:** Kurtzon Lighting, Inc.

**DEPARTMENT:** Customer Service

**REPORTS TO:** General Manager

**EFFECTIVE DATE:** 7/06/2020

**SUMMARY:** Provides superior customer service to customers and manufacturers reps throughout the entire sales cycle. The CSR will be required to deliver accurate and timely communication across multiple channels of communication to ensure customers have a positive experience.

### **DUTIES AND RESPONSIBILITIES:**

- Maintain all incoming correspondence and prioritizes them accordingly to set, maintain and meet customer expectations in a timely manner.
- Develop, nourish, and maintain good relationships with Kurtzon customers, sales agents and affiliates.
- Gain a complete understanding of our product offering in order to depict key features, specifics and benefits of the Kurtzon line.
- Field incoming request for pricing and verify specifics in order to issue formal quotations.
- Field incoming purchase orders, verify pricing and accurately and efficiently enter sales orders.
- Conflict resolution: investigate concerns, review customers' expectations, and utilize appropriate resources to remediate their concerns.
- Responds to non-transactional requests for information that include the following: Tracking numbers, proof of deliveries, estimated shipping costs, lead times, availability, ship dates, transit times, and any other information requested by customers and sales agents.
- Gain and maintain an understanding of equal lighting specifications in the market so lighting packages can be accurately crossed to Kurtzon offerings.
- Receives and processes incoming requests for RGAs.
- Maintains daily upkeep of clerical tasks that include but are not limited to: approving freight bills, and performing order maintenance.
- Follows and adheres to company's standards, policies and procedures.
- Performs other related duties as assigned by management.

**QUALIFICATIONS:**

- 3 to 5 years Customer Service Experience
  - Excellent verbal and written communication skills.
  - Proficient in Microsoft Office Suite
  - Experience working with an ERP/MRP platform.
  - Commitment to excellence and high standards.
  - Strong organizational skills; able to manage priorities and workflow.
  - Ability to work independently and as a member of various teams and committees.
  - Ability to understand and follow written and verbal instructions.
  - Professional appearance and demeanor.
  - Ability to perform diversified clerical functions and basic accounting procedures.
  - Ability to effectively communicate with people at all levels and from various backgrounds.
  - Must be able to speak, read, and write in a legible and professional manner.
  - Acute attention to detail.
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