



Simmons Equipment Company
PO Box 719
Pounding Mill, VA 24637
276.991.3345 office
276.226.2396 fax
www.simmonsequip.com

Customer Service Representative, Job Description (Rev A)

Customer service representatives help customers with complaints and questions, give customers information about products and services, take orders, and process returns. By helping customers understand the product and answering questions about their reservations, they are sometimes seen as having a role in sales.

Responsibilities:

- Always maintaining a positive and professional attitude toward the customer.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Responding promptly to customer inquiries.
- Direct interface with customers on a daily basis.
- Receive/Review/Process Purchase Orders and Quote request from Customers.
- Generate sales leads/quote customers.
- Monitor material availability and interface with purchasing.
- Communicating and coordinating with colleagues, as necessary.
- Parts Interpretation - Serves customers by providing product and service information and resolving product and service problems.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Maintain customers records by updating account information.
- Contributes to team effort by accomplishing related results as needed.
- Expedite Purchase Orders to fulfill orders for customers.
- Assist in exceeding KPI/Goals for the department and the company.
- Any other Job assigned by Supervisor.

Requirements:

- High school diploma, general education degree, or equivalent.
- Team Player
- Product Knowledge
- Quality Focus
- Problem Solving
- Documentation/Organizational Skills
- Analyzing Information
- Able to multi-task, prioritize and manage time effectively.

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- System/Computer Skills-Competency in Microsoft applications including Word and Excel.
- Excellent communication and presentation skills.

Simmons Equipment Company is an Equal Opportunity and Affirmative Action Employer. Simmons is committed to ensuring equal employment opportunities for all job applicants and employees. Employment decisions are based upon job related reasons regardless of race, ethnicity, color, religion, sex, sexual orientation, age, national origin, disability, gender identity, genetic information, veteran status, or any other status protected by law.

Please visit simmonsequip.com to download an application or submit your resume.

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