

## Customer Service Representative

### **Position Purpose:** Summary of the job as it is currently performed along with basic requirements

The Customer Service Representative is the primary contact for assigned customer accounts, and also functions as the primary liaison between the Inside Sales team and other internal departments for expedite and status requests for all customers. The ability to establish and maintain positive and productive relationships with both external and internal customers is a key aspect of this position.

This position requires great attention to detail, flexibility, high level communication skills (both written and oral) and problem-solving skills. The ideal candidate works well under pressure and enjoys a dynamic, fast-paced work environment. The Customer Service Representative is responsible for the maintenance and analysis of multiple Customer Accounts.

A Bachelor's degree is required for this position.

### **Responsibilities:** Brief statements describing actions to be taken and results expected

#### **Competencies / Actions / Relationships / Expected Results**

- Customer Contact - Interact daily with customers via e-mail and phone. Provide order status updates, help complete quotation requests, enter orders, provide product specifications, manage sample requests and any other account related activities as required by the customer or internal Champlain Cable employees.
- Customer Knowledge - Analyze and track trends and activities of key accounts. Gain an understanding of customer trends, product mix/market positions for your Customer Accounts as well as on-going knowledge of Champlain's product offerings. Keep the Inside Sales Manager up-to-date on all trends and activities.
- Order Entry & Quotations - Timely and accurate input of detailed customer orders is required. Assist other CSRs by entering orders and preparing quotations when necessary.
- Team Player - Act as back up and secondary contact for other CSR accounts.
- Support Sales Team - Develop positive relationships with Regional Sales Managers, Product Managers, and Manufacturer's Representatives. Keep all Sales Team members informed of on-going interaction with Customers; i.e. Contract Revisions/Quote Requests, Conflict Resolution, New Opportunities.
- Sales Commissions - Understand monthly Sales Commission structures for Customer Accounts, and update as required. Provide information on Commission splits to the Inside Sales Manager as required to keep Customer Account files and Sales Representative files up to date.
- Trade Shows and Sales Conferences - Attend occasional trade shows, conferences, and/or meetings as necessary, Outside of regular work hours.

#### **COMPETENCIES:**

- Time management skills
- Strong written and verbal skills