



## **Customer Service Representative**

2603 Union Street, Oakland, CA 94607 510-893-9473 or 510-893-9484 (fax) email "jobs@feeneyinc.com"

### **Title: Customer Service Representative**

### **Reports to: Director of Inside Sales**

**Job Description:** The role of customer service is to ensure customer satisfaction before, during and after a purchase through courteous and supportive assistance in all matters.

### **Skills**

- Must have a highly developed sense of integrity and commitment to customer satisfaction.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Has "thick skin" and is able to handle complaints and unpleasant customers.
- Has a pleasant, patient and friendly attitude.
- Has ability to use positive language and be attentive to customers' needs.
- Strong acting skills to handle those clients who may not be consolable.
- Ability to handle surprises and unexpected comments or circumstances.
- Strong decision making and analytical abilities.
- Strong detail orientation and communication/listening skills.
- Possess a strong work ethic and team player mentality.

### **Responsibilities:**

- Professionally handle incoming requests from customers and ensure that issues and requests are resolved both promptly and thoroughly.
- Provide quality service and staff support in a variety of areas including, but not limited, to placing basic orders and troubleshooting.
- Provide information regarding ship dates on orders.
- Create new CID's in Net Suite.
- Process simple orders via phone or e-mail.
- Assist customer is on how to navigate through our website.
- Provide Cable Rail installation instructions, warranty information and illustrated drawings via e-mail or fax upon request.
- Provide tracking information on orders shipped and orders that will ship.
- Refer customers and leads to our authorized dealers using zip codes and our Dealer locator on the web.
- Warranty issues gather all sales order information regarding the order then refer or provide replacement parts for simple warranty orders.
- Work with shipping and or purchasing regarding inventory shortage issues, sales order may need to be written at zero sell price. Handling RMA's/Call Tags and referrer Freight claim to the appropriate department.
- Scan and save PO/Layout Sign Off/Quote in Net Suite.
- File quotes and sales orders.
- Position requires computer skills. Microsoft Office, Net Suite.
- Special projects, tasks as assigned



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### **Handling Problems:**

Customer inquiries often involve some form of complaint that the customer service representative must handle with our guidelines. CSR's will function like gatekeepers; you may not be able to resolve all problems, so we need to gather information on the problem before passing it along to someone else to solve. Customer service representatives must make sure first that the complaints made are valid and must do whatever they can-within the bounds of their authority-to make sure the customer is satisfied when he hangs up the phone.

### **Education/Experience:**

High school diploma or general education degree (GED); and one to two years related experience and/or training; or equivalent combination of education and experience.

### **Language Ability:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public. Good communication skills.

### **Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed that involved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Ability to think in the abstract, to be able to visualize complicated but finite hardware and railing combinations in an infinite number of scenarios.

### **Computer Skills:**

To perform this job successfully, an individual should have knowledge of word processing software, spreadsheet software, internet software, Nextiva and NetSuite.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

### **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.



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While performing the duties of this job, the employee is regularly required to walk, use hands, talk and hear. The employee is frequently required to talk and sit. The employee is occasionally required to stand and reach with hands and arms.

**Signatures:**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_

Date \_\_\_\_\_

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