



JOB DESCRIPTION

Job Title: Customer Support - North and South America **Revision Date:** 09/2016
Reports To: Sales Manager **Supervises:** None

PURPOSE & OBJECTIVE OF JOB

Assisting customers with questions regarding products, orders, quoting, and order entry to ensure customer satisfaction via telephone, fax, or email. Person serves as the “face” of the company to customers. This position is responsible for clients in North and South America.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works closely with other team members to ensure appropriate delivery and customer needs are met.
- Reports on competitive products, industry change, and suggestions for new products for R & D.
- Prepares the forms to open a new account and follows the procedures.
- Responsible for all customer contact via telephone, fax, or email regarding orders, product inquiries, and quotations and provides excellent customer care.
- Reports any orders from customers who have reached their credit limit to the CEO for further instruction.
- Follows up on customer inquiries regarding orders and shipments.
- Provides regular reports to management and corporate staff regarding sales, inventory and returns.
- Develops an in-depth knowledge of the specifications and features of the Company’s products to ensure delivery of accurate sales and product information.
- Assists in product quotation.
- Works closely with customers to meet and exceed their expectations.
- Negotiates with any customer who is past-due with the CEO to collect the accounts receivable.
- Assisting other departments as necessary including shipping, order pulling, etc.
- Other duties as assigned and requested by the organization.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

- High School Diploma or equivalent
- 1 to 3 years of experience in customer service / office setting

COMPETENCIES / SKILLS and ABILITIES

- Proficient in Microsoft Office Programs including Explorer, Word, Excel, Access, and PowerPoint
- Outstanding communication skills, both verbal and written
- Technical knowledge or the ability to learn terms related to broadcasting and audio-visual equipment
- Self-motivated, takes the initiative to solve problems at the appropriate level
- Exceptional customer service orientation: professional, personable, energetic, with a willingness to help and problem solve
- Demonstrated communication skills, both verbal and written, with the ability to clearly and concisely articulate customer needs and product capabilities
- Ability to work closely with other team members to accomplish assigned tasks

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk. Must be able to use the telephone to communicate as well as use computer systems to communicate. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The noise level in the work environment is usually moderate.