

## **CUSTOMER SERVICE SALESPERSON**

**JOB SUMMARY:** Responsible or involved in all service aspects of customer's orders, questions, problems, contracts, changes, and quotes to satisfy customer's needs.

**REPORTS TO:** Customer Service Manager

### **ESSENTIAL DUTIES:**

\*Ability to utilize a mainframe business system and follow provided procedures, work instructions and other policies in an efficient and effective manner to satisfy customer requests, fulfill customer contracts, interpret internal or external forecast information, provide direction on payment terms, and maintain necessary documentation for accounting and legal aspects including export documentation.

\*Ability to understand Basler Electric Company's products, their applications, manufacturing processes, and applicable safety agency requirements.

\*Maintain confidentiality of company's records and policies as well as customer's records.

\*Address incoming inquiries for a defined region and backup inquiries of co-workers when needed.

\*Administer commission schedules at order entry.

\*Coordinate customer cases related to customer complaints and product returns as well as document those cases in the customer logs and/or business system as defined in provided procedures.

\*Negotiate products to be returned or credit issued based on appropriate procedures including Limits of Authority.

\*Ensure credit holds for active or perspective orders are controlled and collections are addressed to support cash flow of the company.

\*Actively support co-workers, sales reps, and customers to resolve and satisfy requests from the customer.

\*Pursue methods of continuous improvement in Basler processes within or outside your realm of responsibility.

\*Present professional appearance and demeanor at all times.

\*Travel upon request to customer locations, manufacturing plants, out of office sales meetings or seminars.

\*Perform all other duties as assigned.

### **REQUIREMENTS:**

\*Associate degree in business or equivalent experience.

\*Minimum 2 years customer service experience or equivalent experience.

\*Analytical capability.

\*Ability to work with minimal daily direction.

\*Ability to travel a maximum 10% of the time.

**EFFECTIVE:** 4/20/17