



Job Description: Customer Service Specialist				
Status	Revision Date	Reports To	Department	Approved By
Non-Exempt	06/04/13	Service Manager	Service	

The Customer Service Specialist position is the primary point of contact between our customers and our sales representatives. Customer Service Specialists communicate with our customer base and sales reps by phone, email and/or fax to answer product availability, shipping and delivery questions and to support the marketing and sales efforts of the company. This position is responsible for maintaining customer accounts to ensure quality and on-time delivery.

Essential Duties and Responsibilities:

- Accurately and efficiently input data from customer orders.
- Communicate efficiently with customers and reps, answering questions and troubleshooting.
- Maximize customer satisfaction by providing consistently creative and proactive problem solving and thorough, consistent and error-free follow-through.
- Develop and maintain strong working relationships with customers, reps and other team members.
- Maintain maximum accuracy in customer records and orders.
- Maintain customer accounts for timely order delivery.
- Provide feedback to management on ways to improve customer service sales and efficiency.
- Additional duties as assigned.

Education and Experience:

- High school diploma required.
- Associate's or Bachelor's Degree preferred.
- 2 – 3 years Customer Service experience preferred.

Skills/Qualifications:

- Knowledge of relevant computer software and systems.
- Excellent verbal and written communication skills.
- Excellent electronic communication and functional ability.
- Ability to professionally interact with existing and potential customers.
- Ability to multi-task under pressure in a high-volume, fast-paced environment.
- Must possess initiative, energy and drive.
- Must possess strong strategic and analytical skills.
- Ability to successfully complete projects under tight deadlines.
- Ability to maintain good working relationships with co-workers and management.
- Excellent organizational skills.
- Detail oriented.



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Supervisory Responsibilities:

- None

Physical Demands:

- Use hands and fingers to handle, touch, and type.
- Ability to sit for extended periods of time.
- Regularly required to stand.
- Ability to lift up to 25 pounds.
- Occasional lifting of up to 40 pounds.

Vision Requirements

- Close vision.

Work Environment

- Exposure to moderate noise level.

Travel:

Ability to travel as needed; anticipated 10 times per year; including some weekends and for extended duration. Travel can include trade shows and sales meetings including set up and working these events.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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