Position Description

Customer Service/Sales Liaison

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| **Pay Range:** |  |
| **FLSA Status:** | Non-exempt |

**Position Summary:**

Performs a variety of highly responsible office and sales responsibilities. The incumbent acts as the primary company phone liaison for customers.

The ideal candidate will be experienced in customer service and will be able to work independently with little or no supervision. This person must be exceedingly well organized, flexible and enjoy the challenges of working within a start-up entrepreneurial setting.

The ability to interact with customers and internal staff in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality is crucial to this role. Expert level written and verbal communication skills coupled with strong mathematical logic. Strong decision making ability coupled with a strong sense for prioritizing work and attention to detail is equally important.

**ESSENTIAL FUNCTIONS: Essential duties and responsibilities may, but are not limited to, the following:**

1. Answer phone calls and direct calls to appropriate parties or take messages. Primary person responsible for all incoming phone calls; responsible for either handling phone inquiry/question or for directing to the appropriate party as assigned.
2. Responsible for clearing company voicemail and troubleshooting all messages left.
3. Utilizing product knowledge, responsible for answering general product questions and assisting customers with online order placement.
4. Utilizing Manufacturer’s required processes, responsible to provide full customer service to customers receiving damaged product.
5. Primary liaison responsible for handling/responding/troubleshooting all company email correspondence regarding customer inquiries/concerns.
6. Responsible for full order intake/quote generation process for customer. Obtain all customers intake information regarding contact information and desired product purchased. Responsible for translating this information to the appropriate vendor, based on product type and established vendor relationships. Obtain price quote information from vendor, format to assure data is presented to client according to quote requirements.
7. Responsible for following up with all customers to assure they received quote, obtain signature for order authorization and fax back with signature. Also responsible for obtaining payment information over phone or obtaining Credit Card Authorization information to complete Authorization Form sent to customer with quote.
8. Enter quotes into Company database & research Contact Management Systems for future use.
9. Enter customer data into online marketing program for the purpose of email marketing.
10. Assist with sales process within Outdoor products as requested.
11. Additional duties as assigned.

**MINIMUM QUALIFICATIONS:**

Equivalent to the completion of high school supplemented by some experience in an office setting or an equivalent combination of education and/or training and/or experience that provides the following knowledge, skills and abilities:

Knowledge of:

1. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
2. General knowledge of general mathematics and the ability to apply math to business transactions.
3. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
4. Current office practices, equipment and calendar/work scheduling.
5. Applicable software and data processing applications.
6. Correct English usage, spelling, grammar, punctuation, and sentence structure.

Ability to:

1. Take responsibility and perform work utilizing independent judgment and initiative, making sound decisions and in developing solutions to problems.
2. Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
3. Strong verbal communication skills required to assure that information is accurately conveyed when speaking with others and that actions are adjusted in relation to others' actions.
4. Strong demonstrated knowledge of MS Office, including Word, Excel, PowerPoint and Outlook.
5. Able to plan and efficiently organize work in terms of setting and meeting priorities.
6. Communicate clearly and concisely, both orally and in writing. Use independent judgment and initiative in interpret and follow oral and written instructions with attentiveness to detail
7. Assist with the efficient maintenance of company records and documents and discreetly handle confidential and sensitive matters.
8. Tactfully and courteously respond to requests and inquiries.
9. Maintain effective working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

Work is primarily performed in an indoor office setting with extended periods at a computer, on the telephone, sitting or standing. Physical effort is needed to move, lift and carry files, records, office supplies and materials. Basic communication skills such as talking, seeing, and hearing are needed for frequent person-to-person contacts, and telephone usage. The nature of the work has frequent interruptions; contact with the public and clients requires strong communication skills. May be required to work beyond normal working hours.

**SIGNATURES:**

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Job specifications are intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the primary functions of the job. Specifications are not intended to reflect all duties performed by those assigned to this classification.***