

## Customer Service

### JOB SUMMARY:

The customer service representative is responsible for providing effective customer service for all internal and external customers by using excellent, in-depth knowledge of company products and programs as well as communicating effectively with team members within the customer service department

**ESSENTIAL DUTIES & RESPONSIBILITIES** include the following:

- Provide timely and accurate information to incoming customer order status and product knowledge request
- Processes customer orders/change/returns according to established department policies and procedures
- Access customer inquiries and provide appropriate answer and / or direct customer to the appropriate person
- Provides timely feedback to the company regarding service failure or customer concerns
- Partner with the sales team to meet and exceed customer's service expectations
- Maintains contact between customers and shop to inform supervisor of customers needs
- Coordinates scheduling and prioritizing of workload
- Other duties as required

### QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Excellent verbal and written communication skills are essential
- Strong customer service skills
- Must exhibit the ability to work well with others
- Must be proficient in using software applications (e.g., Word, Excel, Power Point, Access, electronic scheduling and communication)
- Display effective organizational skills (attention to detail, deadline anticipation, ability to prioritize and complete multiple projects, etc.), and utilize time efficiently

### EDUCATION AND/OR EXPERIENCE:

- A two year degree in electronics or and relevant work experience preferred
- Prior industrial control panel experience is beneficial but not necessary
- Experience working in a manufacturing office environment preferred

### POSITION TYPE and EXPECTED HOURS OF WORK:

- Full-time position
- Monday through Friday, 8:00 a.m. to 5:00 p.m.
- Schedule breaks and lunch with other co-works to ensure that the phones are answered at all time

### Apply:

- Applications can be obtain at [www.alderonind.com](http://www.alderonind.com) or by stopping by Alderon Industries.
- Send completed application to:

**Email** \_\_\_\_\_  
[career@alderonind.com](mailto:career@alderonind.com)

**Mail** \_\_\_\_\_  
Alderon Industries  
PO Box 827  
Hawley, MN 56549

**In Person** \_\_\_\_\_  
Alderon Industries  
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Hawley, MN 56549