



Customer Service Representative

Reports to: Sales Manager

Department: Sales – Customer Service

FLSA Status: Non-Exempt

Shift: 1 (Days)

Opening Date: April 19, 2017

Closing Date: Open Until Filled

Job Summary

The primary responsibility of this position is to provide excellent customer service in fulfilling mobile HVAC equipment orders that involves coordinating with multiple internal departments from start to finish.

Essential Functions

1. Excellent communication skills and proficient in using business management tools that include all MSOffice applications and high volume order entry in Oracle.
2. Identify and address concerns efficiently and determine ways to resolve them expediently within RDC.
3. Professionally process requests in a fast-paced, high-volume environment which includes in-depth knowledge to customer inquiries regarding products, pricing, availability and alternate options.
4. Consistently keep customers informed regarding product shipping dates, inventory levels, prices, part numbers and location of distribution centers.
5. Internally and externally manage the warranty processes and return policies, coordinate HVAC troubleshooting and product transit.
6. Assists customers in sourcing parts and provide alternate options to customers if parts are unavailable.

Job Qualifications

- High School Diploma or GED required, Associate's degree preferred, Bachelor's desired.
- Minimum of two (2) years of customer service experience required.
- Highly proficient business tools ability required including all MSOffice applications, Oracle and MRP/ERP systems required. Able to read and interpret Engineer drawings.
- Consistently project a professional image at all times with a positive, solution-oriented approach.
- Proficient knowledge of company policies and quality procedures; participate in the ongoing creation and updating of SOPs and company, state or federal regulatory mandates.
- Strong team player and supports department goals and company initiatives.
- Generate recommendations to management regarding solutions.
- Understands and follows appropriate safety, security and environmental revisions.
- Ability to read, write and communicate business and technical subjects effectively in English.
- Visually or otherwise identify, observe and assess distance, color and depth.
- Able to remain stationary at a computer for extended periods of time and move up to 25 pounds or occasionally move up to 50 pounds. Occasionally ascend/descend a ladder or stairs as required; the noise level in the work environment is usually low.



Desired Qualifications

- Prior Inside-Sales, procurement, distribution or expediting experience in a manufacturing environment.
- Knowledge of vehicle heating and air conditioning systems.

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