



Customer Service Representative – Aftermarket

Reports to: AM CSR Supervisor

Department: AM Customer Service

FLSA Status: Non-Exempt

Shift: 1 (Days), M-F, 7:45 AM to 4:30 PM

Opening Date: June 25, 2018

Closing Date: Open Until Filled

JOB SUMMARY:

Processes customer orders using enterprise processing system. Ensures order accuracy and answers customer inquiries regarding order status. Helps customer answer questions regarding warranty processes and return policies, HVAC troubleshooting and transportation. Communicates customer needs to the rest of the Red Dot Organization.

ESSENTIAL FUNCTIONS:

1. Processes customer orders for products and literature using computer electronic data interchange, mail, fax and telephone.
2. Excellent communication skills and proficient in using business management tools that include all MSOffice applications and high volume order entry in Oracle.
3. Informs customers regarding product shipping dates, inventory levels, prices, part numbers and location of distribution centers.
4. Accurately enters customer purchase orders into computer system; transfers orders to remote warehouse locations; provides follow-up to customers as required.
5. Assists in the compilation of sales literature and product catalogs.
6. Investigates and Identifies typical replacement parts
7. Negotiates delivery performance metrics with customers
8. Other duties as assigned

JOB QUALIFICATIONS:

1. High school diploma or GED, required. Associates Degree, preferred.
2. Minimum of two (2) years of customer service experience required.
3. Inside Sales, procurement, distribution or expediting experience preferred.
4. Knowledge of vehicle heating and air conditioning systems preferred.
5. Basic understanding of how to use a personal computer including popular applications such as Word, Excel and Microsoft Office Products.
6. Good organizational and personal relations skills.
7. Able to successfully communicate verbally and in writing.
8. Able to Read Engineering Drawings / Blue Prints
9. Ability to write, read and communicate effectively in English
10. Good attendance

Red Dot Corporation is an Equal Opportunity Employer

