

### Customer Service Representative

**Reports to:** Regional Sales Manager or Divisional Sales Manager or National Sales Manager

**Supervises:** n/a

**Overtime Pay Status:** Non - Exempt

#### Primary Duty:

Create an image of our organization and often responsible for the first impressions customers have of our organization. Provides consistent superior customer service as related to the overall processing and follow-up of all received purchase orders and customer inquiries as related to the sale of sub-fractional horse power electric motors, drives, fans, actuators and associated motion control equipment by performing the following duties.

#### Essential

#### Job Functions:

- Promptly and professionally process all customer orders and inquiries pursuant to Company policies and procedures, elevating unresolved issues to management as needed;
- Participate in all order and data entry functions and all related customer service issues;
- Ensure 100% order accuracy for all parts of our customers' orders;
- Communicate daily with all customers by phone, email, fax, and/or in person as needed to address each customer's needs in a prompt and professional manner;
- Maintain quality and up-to-date customer information regarding shipment methods, credit terms, existing and new part numbers, new applications, changes in ordering patterns, etc.;
- Ability to learn product fundamentals and basic technical knowledge;
- Actively participating in and learning Oriental Motor's product codes, rank and lifecycle trends;
- Actively learning basic functions and applications for our products;
- Actively learning to provide market feedback to help improve our lead-times, service, or other functions valued by our customers;
- Pro-actively demonstrating the ability to manage our customers Oriental Motor product life cycle – new product introductions, new applications through a solid understanding of our products;
- Introduces new products;
- Interact with external sales channels i.e. distributors, subcontractors, and re-sellers;
- Collect and process information from internal and external sales channels as well as from customers;
- Participate in Sales Campaigns and QIC (Quality Improvement Circle) activities;
- May be called on to participate in weekly/monthly meetings;
- May be required to make necessary collection calls and keep sales management abreast of the situation;
- Link all pertinent information to that particular customer within the CRM system;
- Create and process SDR's when necessary;
- Work closely and assist sales engineers;
- Assist the Accounts Receivable Department in collecting delinquent payments as requested.

#### Collateral Duties:

- Perform other tasks and special projects as needed.

#### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands-to-finger, handle, or feel, reach with hands and arms, sit, talk, and hear. The employee is frequently required to stand and walk. The employee is occasionally required to balance and stoop, kneel, crouch. The employee must regularly lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential job function assigned satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Requirements:**

- High School diploma or AA Degree;
- 1 to 2 years of related experience;
- Excellent verbal communication skills;
- Interpersonal skills. Focused on resolving conflict;
- Good computer skills.