

First Supply LLC Job Description

Position: Customer Service Consultant

Pay Status: Salary

Department of Labor Classification:

Exempt-Administrative

Essential Job Functions

- Promptly answer telephone calls in a professional manner from customers placing an order or requesting information on specialized technical specifications, pricing on such product or availability of product
- Quickly and effectively find creative ways to meet customer's needs
- Identify and propose solutions that benefit all parties involved; or escalate critical issues to the most appropriate personnel to handle the situation
- Determine and set pricing on products and services as needed to respond to customer requirements while meeting First Supply LLC's profit objectives
- Recommend products and provide service to customers, based on customer's specific needs
- Provide accurate information regarding availability of in-stock items to customers; and recommend to Purchasing any stock level issues
- Meet with customers when necessary to demonstrate and explain features of products; and instruct customers in use of products
- Prepare and present quotations to meet needs of customer
- Provide accurate information regarding availability of in-stock items to customers; and communicate to Purchasing any stock level issues
- Accurately enter sales orders from customers onto the business system
- For all orders ensure that product is shipped in a timeframe to meet the customer's needs
- Obtain accurate information from vendors relating to shipment dates, expected date of delivery, etc. for direct & special orders; and provide to customers to help build or maintain good working relationships
- Identify and develop profitable new sales opportunities
- Contact potential customers as directed by either visiting their establishments or calling them, so as to evaluate their needs and promote sale of products and services
- Gather competitive information from trends in the industry or marketplace and develop plans for opportunities or problem solving
- Identify trends in customer satisfaction or dissatisfaction and make recommendations
- Stay abreast of product developments, changes in local codes and consumer preferences notify and advise appropriate management personnel; make recommendations and participate in any promotional updates that may be needed
- Attend sales and product review meetings
- Attend training programs as required
- Keep records as required
- Other duties/responsibilities as assigned by the General or Department Manager

Essential Job Requirements

- Three years experience in related trade fields
- Extensive product knowledge in specialized area
- Computer knowledge and skills with the ability to learn First Supply LLC's business system
- Ability to assess customer needs and provide customer satisfaction
- Ability to communicate information and ideas effectively with customers by telephone and in person
- Ability to identify solutions, conclusions or approaches to provide customer satisfaction; and still consider the relative costs and benefits to all involved
- Drug test with negative results on employment offer
- Drug testing will be conducted for reasonable suspicion and after some accidents thereafter
- Ability to be bonded as defined by First Supply LLC's fidelity bond insurance carrier
- Satisfactory score on the Wonderlic Personnel Test
- Valid drivers license and a driving record which meets underwriting standards
- Reliable vehicle with insurance at required level
- Ability to read, speak, understand and write English
- Ability to add, subtract, multiply and divide all units of measure
- Attendance on a regular and consistent basis

Physical Requirements

- Strenuousness Rating: Sedentary
- Frequent standing, walking and sitting
- Frequent talking and hearing
- Constant use of near and far vision
- Constant use of keyboard
- Occasional reaching, pulling and crouching
- Occasional lifting and carrying up to 10 pounds; articles and or books

Job Location and Exposures:

- Activities occur mainly inside

Equipment Used:

- Standard office and computer equipment

Supervisor:

- General and/or Department Manager

Job Description Reviewer: General Manager/COO

Last Review Date: 03/16/05

Job Code: CS4