



JOB DESCRIPTION

JOB TITLE: Customer Service Representative

LOCATION: Millington

REPORTS TO: Director of Customer Service

POSITION SUMMARY: Responsible for answering calls, troubleshooting problems, processing orders, and fulfilling customer needs to ensure customer satisfaction.

DUTIES AND REPOSIBILITIES:

- Answers incoming calls to assist OEM, dealer and end user customers with technical, parts and warranty issues.
- May sometimes provide input with regard to mechanical repairs to marine power packages in-house or in the field.
- Perform additional clerical and administrative duties as required to assist the Director of Customer Service.
- Other duties as assigned.

KNOWLEDGE AND SKILLS:

- Excellent interpersonal communication skills
- Must be comfortable dealing with OEM and Dealer customers.
- Basic computer knowledge including Microsoft Office (Outlook, Excel, Word)
- Good organizational skills
- Mechanical or marine product knowledge and boating experience is a plus.
- Experience with Sage Mass 500 is preferred.

EDUCATION AND WORK EXPERIENCE:

- High School Diploma or GED is required.
- Minimum of 2 years work experience in a customer service role.
- Additional computer training at a technical school or community college is preferred.

ENVIRONMENTAL CONDITIONS:

During the normal workday, the candidate must be prepared to operate in both an office and a warehouse environment.

PHYSICAL EFFORT:

Candidate must have the ability to lift 50 pounds.

SAFETY EQUIPMENT REQUIREMENTS:

Candidate will be required to utilize Safety Glasses when in a warehouse or production environment.