**Job Title:** Customer Service & Sales Representative

**Department:** Business Office

**Reports to:** Customer Service Director

**FLSA Status:** Non-Exempt

**Prepared By:** Human Resources

**Prepared Date:** 01/08

**Approved By:** President

**Updated:** 07/19

**SUMMARY**:

The purpose of this position is to maintain goodwill between the organization and its customers. Serves as the first line of communication between the customer and the organization by answering questions, solving problems and providing assistance in utilizing the products and services of the organization.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

**Customer Service & Sales:**

* Attracts potential customers by answering product and service questions; suggests information about other products and services for up sell.
* Respond to customer inquiries, problems or questions about services and billing.
* Initiates service orders for new customers, new products or order changes on existing products and services.
* Enter customer payments on accounts and miscellaneous sales items.

**Other duties may be assigned to individuals as followed:**

* Outgoing calls to Residential and Business customers
* Customer Account Maintenance

**SUPERVISORY RESPONSIBILITIES:**

There are no supervisory responsibilities with this job.

**COMPETENCIES:**

To perform this job successfully, an individual should demonstrate the following competencies:

**Company-related Competencies**

**Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Communications -** Places a high level of effort on inter and intra departmental communications. Communicates with co-workers, management, customers, businesses and others in a professional and respectful manner.

**Job-related Competencies**

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

**EDUCATION and/or EXPERIENCE**:

High School diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram format. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

A valid IN driver’s license is required in this position.

**OTHER QUALIFICATIONS:**

This position requires 0% to 20% domestic travel.

**OTHER SKILLS AND ABILITIES:**

Incumbent must be proficient in word processing and spreadsheet programs.

**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 frequently required to sit, use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand, walk and stoop, kneel, crouch, or crawl. The employee must 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.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to moving mechanical parts and the risk of electrical shock, and outdoor weather conditions. The noise level in the work environment is usually moderate.