

Job Description

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| Job Title: | Customer Service Representative, Level I | Department: | Customer Service |
| Location: | Headquarters | Exempt Status: | Non-exempt |
| Reports To: | Customer Service Manager | Positions Reporting To This Job Title: | N/A |
| Original Completion Date: | July 2013 | Date Reviewed: | |

Job Description

Job Purpose:

The primary purpose of this position is to provide service to customers and dealers via phone and email.

Essential Duties:

- Provide customer service to customers and dealers through a high volume of phone calls and email, including return authorizations. Customer inquiries include product and service questions, return requests, technical support, and resolution of conflicts or customer dissatisfaction with services and products.
- Enter data into computer, including warranty cards, customer information, and return authorization surveys.
- Perform other related duties and assignments as required.

Education/Certification Requirements:

- Requires a high school diploma or equivalency.

Experience and Skill Requirements:

- Minimum six (6) months prior customer service or administrative experience.
- Computer proficiency, including Microsoft Word and Excel, ability to learn Epicor system.

Competencies:

- Customer Service - *providing warm, genuine care for clients to resolve disputes, offer services, answer questions and ensure customer satisfaction.*
- Interpersonal Skills and Communication Skills - *to be able to work well in a team and communicate effectively with colleagues and consumers*
- Sense of urgency – *a sense that immediate action is required*
- Attention to Detail - *achieves thoroughness and accuracy when accomplishing a task through concern for all areas involved*
- Accuracy - *One's ability to work or perform without making mistakes*
- Patience – *the capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset*

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Compliance Requirement:

Comply with Hunter's Manufacturing Company, Incorporated policies.

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.

- Incumbent will work primarily in an office setting and will be required to use a computer with keyboard, telephone or handheld mobile device, and office machinery as needed.
- Incumbent must be able to carry and lift bows and boxes up to 25 pounds.
- Incumbent must be able to read, see, hear, speak, and perform tasks requiring manual dexterity.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essentials functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work location includes climate controlled indoor office.
- Incumbent will be expected to work on several projects/assignments simultaneously and may need to work outside of core operating hours as requested.

I acknowledge that I have read, understand, and can perform the essential duties and responsibilities of this position as described herein, with or without reasonable accommodation. I also acknowledge that I have received a copy of this job description and that a signed copy will be maintained in my personnel file.

The above statements are intended to describe the general nature and level of work performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed.

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| Employee Signature: | | Date: | |
| Supervisor Signature: | | Date: | |