

Job Description

Job Title:	Service Center Representative	Department:	Service & Repair
Location:	Headquarters	Exempt Status:	Non-exempt
Reports To:	Service & Repair Manager	Positions Reporting To:	N/A
Original Completion Date:	February 2021	Date Reviewed:	

Job Description

Job Purpose:

Provides customer service support by serving as a direct point of contact to Service Center dealers. Will communicate via telephone, e-mail, fax, or regular mail. Promotes a positive work atmosphere by building productive relationships with customers, co-workers, and managers.

Essential Duties:

- Provide customer service to Service Center dealers through a high volume of phone calls and email, including return authorizations and sales orders.
- Must interact with Service Center dealers to provide information in response to product and service questions, return requests, technical support, and resolution of conflicts or customer dissatisfaction with services and products.
- Communicates with Service Center Technician to analyze issues with product and determines what repairs are required and if repair is a warranty item.
- Communicate with Service Center dealers to discuss recommended repairs and obtains approval to complete necessary repairs; discusses charges involved if any.
- Perform other related duties and assignments as required.

Education/Certification Requirements:

- Requires a high school diploma or equivalency.

Experience and Skill Requirements:

- Computer proficiency, including Microsoft Word and Excel, and ability to use software required to complete warranty paperwork (Epicor).

Competencies:

- Team Orientation - *works together toward a common vision to meet organizational objectives*
- Communication Skills - *to be able to work well in a team and communicate effectively with colleagues and consumers*
- Attention to Detail - *achieves thoroughness and accuracy when accomplishing a task through concern for all areas involved*
- Organized - *one's ability to arrange things in a systematic way*
- Accurate - *One's ability to work or perform without making mistakes*

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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 in a production setting, and will be required to sit and to stand for extended periods of time and move throughout the production area.
- Incumbent will be required to use a computer with keyboard, telephone or handheld mobile device, and office machinery as needed.
- Incumbent will be required to use hand tools on occasion.
- Individuals must be able to lift 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 essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work location includes a production setting.
- Incumbent will be exposed to dirt, dust, fumes, and loud noises.
- 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.

Employee Signature:		Date:	
Supervisor Signature:		Date:	