



## **Job Description – Customer Service Rep** **Reports to: Service Manager**

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### **Summary / Purpose of Job:**

The CSR, assists with incoming phone calls to the service department and is responsible for assessing the urgency of customer support situations and initiates appropriate action. This position acts as the key liaison between the customer's needs and the service department. The CSR is involved in various administrative tasks and assists with purchase orders, invoicing, providing quotes, logistics, and other related tasks. The CSR works closely with all CHP Service Technicians. The Service Support Assistant is involved in administrative tasks, supporting the service manager with scheduling, quoting, proposals, order processing, logistics, Navision and CRM data management and various other administrative processes.

The Service Assistant works closely with all Service Technicians, the Senior Service Administrator and Service Manager and shall maintain a customer service-oriented attitude at all times.

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### **Main Duties and Responsibilities:**

1. Responsible for assisting all internal and external customers, while maintaining a positive customer-oriented attitude at all times.
2. Assess and direct customer support requests to the appropriate operators and field service technicians.
3. Directs critical cases that are difficult to solve to appropriate specialized personnel when necessary, as well as respond to questions (both verbally and written).
4. Regularly improve and update product knowledge by participating in educational and product training opportunities.
5. Assists with quotes and proposals to customers for service-related issues.
6. Assists with processing customer spare parts orders.
7. Maintains Navision input for invoicing and data management for the department.



8. Manages and organizes technician Field service reports, expenses, shipping costs etc, and documents all pertinent information, on a Service order basis.
9. Prepares purchase orders and submits to vendors as required.
10. Assures all orders/costs are reviewed for accuracy and allocated to correct posting groups.
11. Review work/sales orders with the Senior Service Administrator and Service Manager for accuracy prior to invoicing the customer.
12. On a weekly basis, review, prepare and finalize service and part orders prior to converting to invoices.
13. Assist customers who have inquiries regarding invoicing in a friendly, courteous and efficient manner and ensure a resolution is communicated.
14. Perform other duties and tasks as assigned.

*This description contains information necessary to describe and evaluate the job. It should not be construed as a detailed description of all work performed but indicates the kinds of duties and skills expected.*

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**Non-Essential Duties and Responsibilities:**

- Assists the Company in any necessary duties to achieve Company goals.
- Performs other related duties as assigned.

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**Authority Selections:**

Limited supervision. Work is performed to a large extent on own responsibility after assignment, with some choice of method. Occasionally develops own method.

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**Judgment Decisions:**

Mistakes and errors in judgment are moderate in nature and expensive to correct.

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**Disclosure of Information Selections:**

This position involves regular work with confidential information of major importance, which if disclosed may be detrimental to the company's interests.



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### **Skills Required:**

- Outstanding interpersonal skills.
- Excellent telephone skills and computer knowledge including Microsoft Office.
- High energy level, comfortable performing multifaceted projects in conjunction with day-to-day activities.
- Resourceful, well-organized, highly dependable, efficient and detail oriented.
- Must present a positive, professional and team player attitude.
- Must be flexible and able to adapt to change quickly.
- Engine and electrical background with the ability to understand internal combustion engines, generator sets, and natural gas engines, not required but a plus.
- German and/or Spanish language skills would be a great advantage but are not absolutely required.

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### **Education & Experience:**

- High school diploma or GED required
- Experience with invoicing and purchase orders preferred
- Practical training/education (e.g. apprentice programs, etc.), a plus
- Technical degree or certification (e.g. trade school or EGSA), a plus
- 1 to 2 years' experience in an admin/customer service role required
- Microsoft Office software proficiency
- Experience with Navision or accounting software preferred

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### **Physical Requirements of the Position:**

Medium work: Exerting up to 30 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 5 pounds of force constantly to move objects.

### **Communication Requirements of the Position:**

The employee must communicate with various customers, partners, colleagues, factory personnel, and must be able to constantly adapt his/her communication style to suit the different cultures.

### **Vision Requirements of the Position:**

Vision requirement equal to that for clerical administrative duties whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, etc.

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**Conclusion:**

A review of this description has separated the marginal functions of the position that are incidental to the performance of fundamental job duties. All main duties and requirements are essential job functions.

All job requirements are subject to possible modification by the Company as deemed necessary.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.