



Customer Service

Customer Service provides quality customer support to all customers and potential customers of the company. Primary responsibilities of Customer Service are answering customer questions, helping customers with any and all problems, and provide any other support that will help promote customer satisfaction.

Job Duties:

Incorporates Vision And Values

- Communicates the importance of the vision and values - Helps others understand the organization's vision and values and their importance.
- Moves others to action - Translates the vision and values into day-to-day activities and behaviors; guides and motivates others to take actions that support the vision and values.
- Models the vision and values - Takes actions, makes decisions, and shapes team or group priorities to reflect the organization's vision and values.
- Rewards living the vision and values - Recognizes and rewards associates whose actions support the organization's vision and values.
- Establishes S.M.A.R.T. goals in line with company goals and values. Implements action plans with timelines with deliverables and measure results.

Communication

- Organizes the communication - Clarifies purpose and importance; stresses major points; follows a logical sequence.
- Maintains audience attention - Keeps the audience engaged through use of techniques such as analogies, illustrations, humor, an appealing style, body language, and voice inflection.
- Adjusts to the audience - Frames messages in line with audience experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.
- Ensures understanding - Seeks input from audience; checks understanding; presents message in different ways to enhance understanding.
- Adheres to accepted conventions - Uses syntax, pace, volume, diction, and mechanics appropriate to the media being used.
- Comprehends communication from others - Attends to messages from others; correctly interprets messages and responds appropriately.

Building Trust & Managing Conflict

- Demonstrates honesty and integrity and keeps commitments.
- Discloses own positions - Shares thoughts, feelings, and rationale so that others understand personal positions.



- Remains open to ideas - Listens to others and objectively consider others' ideas and opinions, even when they conflict with one's own.
- Supports others - Treats people with dignity, respect, and fair-ness; gives proper credit to others; stands up for deserving others and their ideas even in the face of resistance or challenge.
- Opens discussions effectively - Establishes a clear and compelling rationale for resolving the conflict.
- Clarifies the current situation - Collects information from relevant sources to understand the conflict.
- Remains open to all sides - Objectively views the conflict from all sides.
- Stays focused on resolution - Stays focused on resolving the conflict and avoid personal issues and attacks.
- Develops others' and own ideas - Presents and seeks potential solutions or positive courses of action.
- Initiates action - Takes positive action to resolve the conflict in a way that addresses the issue, dissipates the conflict, and maintains the relationship.
- Closes discussions with clear summaries - Summarizes to ensure that all are aware of agreements and required actions.

Facilitating Change

- Encourages boundary breaking - Encourages associates to question established work processes or assumptions; challenges associates to ask "why" until underlying cause is discovered; involves stakeholders in continuous improvement actions and alternatives.
- Values sound approaches - Consistently remains open to ideas offered by others; supports and uses good ideas to solve problems or address issues.
- Rewards change - Recognizes and rewards associates who make useful changes.
- Addresses change resistance - Helps individuals overcome resistance to change; shows empathy with people who feel loss as a result of change.
- Manages complexity and contradictions - Minimizes complexities, contradictions, and paradoxes or reduce their impact; clarifies direction and smoothes the process of change.

Building Relationships

- Seeks opportunities - Proactively tries to build effective working relationships with other people, college and university placement offices, external search firms, civic organizations, vocational schools and high schools.
- Clarifies the current situation - Probes for and provides information to clarify situations.
- Develops ideas - Seeks and expands on original ideas, enhances others' ideas, and contributes own ideas about the issues at hand.



- Uses key principles - Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions (enhances self-esteem, empathizes, involves, dis-closes, supports).
- Builds relationships – Learns the value of relationships and views building relationships as a critical success tool.

Technical/Professional Knowledge And Skills

- Demonstrates proficiency with Microsoft Outlook, Word, Excel, PowerPoint and other related software as assigned.
- Understands the distribution business, the product sold and the types of customers served (internal & external).
- Demonstrates honesty and integrity and keeps commitments.
- Attentive - Recognizes issues, problems, or opportunities and determines whether action is needed.

Quality Orientation

- Follows procedures - Accurately and carefully follows established procedures for completing work tasks.
- Ensures high-quality output – Oversees personal and team job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
- Takes action - Initiates action to correct quality problems and notifies others of quality issues as appropriate.

Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.

Job Requirements:

- Education: High School Diploma or GED equivalent required; Bachelor's degree preferred.
- Experience: Minimum 1 year of Customer Service experience.
- Skills: Effective written and oral communication skills necessary to communicate with customers. Strong organizational and communication skills. Analytical ability necessary to gather and interpret data and develop, recommend and implement solutions. Knowledge of and skilled in the use of personal computers.