

## **SITECH South – Job Posting**

### **Customer Service Representative**

**Smyrna, GA (Atlanta Metro)**

#### **ESSENTIAL DUTIES:**

- Serve as point of contact for customers, SITECH sales and internal personnel via phone, email and other forms of remote communication
- Build long term relationships with customers by providing excellent customer experience
- Prepare and provide quotations to SITECH salespeople as assigned
- Be knowledgeable of Trimble and other vendor products to the extent necessary to provide, research and get answers to customer questions
- Warranty portfolio management – use lists provided to notify customers of expiring warranties
- New product / service roll outs – broadcast notices to the field as needed from information provided by vendors
- CRM – input and maintain customer lists and quotations in Company's Salesforce CRM software.
- Review Market reports (CMD Data) on projects and notify sales of pertinent projects won
- Key account management – be an ambassador to all customer call-ins. Be adept in dealing with company owners, managers and field personnel.
- Work with management on marketing ideas and programs.
- Participate as advisor in sales forecasting and analysis.
- Help sales team organize, review customer base via customer lists, lost sales reports and business analytics as provided
- Assist operations in shipping\receiving and stocking as needed

#### **MINIMUM REQUIREMENTS:**

##### **Education:**

- High school graduate required Some college\technical school or equivalent experience preferred

##### **Work Experience:**

- Minimum of 1 year customer service experience in a business-to-business sales environment preferred
- Construction application\technical knowledge a plus.

##### **Experience/Skill Requirements:**

- Ability to learn product part numbers and assembly systems
- Strong Communication Skills – able to present Self and Company professionally and effectively to customers via telephone, in writing and especially face-to-face.
- Strong Organizational Skills (planning, directing, prioritizing, time management).

- Extremely comfortable working in a customer service environment – able to work with customers of varying temperaments
- Be Versed in Office Software applications (Word, Outlook, Excel, CRM software)
- Demonstrated skills and abilities in pricing, distribution cost drivers and margin analysis

Physical:

Must have a strong work ethic and positive attitude

Must be able to sit and work in front of a computer for extended periods

Must be able to lift up to 40 lbs.

**This job description is not intended to be all-inclusive. Your supervisor may request and assign you similar duties.**