

JOB DESCRIPTION-CUSTOMER SERVICE REPRESENTATIVE

GRAIN BELT SUPPLY COMPANY, INC.

217 E. Diamond Drive, Salina, KS 67401

www.grainbeltsupply.com

Job Title: Customer Service Representative

Department: Sales

Reports to: Sales Manager

FLSA Status: Non-Exempt

Prepared by: CDH

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Summary

Sells corporate products to business and industrial establishments or individuals over the telephone or in person by performing the following duties.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to complete each essential duty satisfactorily. (Other duties may be assigned by the Manager.)

- Communicates with customer via telephone and/or e-mail and determines make, type and quality of merchandise desired.
- Compiles lists of prospective customers for use as sales leads, based on information from ad inquires, trade shows, direct mail responses, card desk leads, aged leads, bingos, dealer resellers, business directories, internet web sites and other sources.
- Makes outbound lead follow up calls to potential and existing customers by telephone and e-mail to qualify leads and sell products and services.
- Handles inbound sales lead calls to convert calls into sales.
- Overcomes technical and business objections of prospective customers.
- Provides product demos to qualified customer on request.
- Emphasizes salable features, quotes prices and credit terms, and prepares sales order for orders obtained.
- Tracks stock levels.
- Estimates date of delivery to customer based on knowledge of own firm's production and delivery schedules.
- Coordinates customer training.
- Builds and maintains customer relationships.
- Prepares reports of business transactions.
- Enters new customer data and other sales data for current customers into computer database.
- Works with outside sales representatives to keep account activities and literature up to date.
- Investigates and resolves customer problems with deliveries.
- Travels to and attends trade shows.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Collects and researches data, uses intuition and experience to complement data.

Design – Generates creative solutions; uses feedback to modify designs.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.

Project Management – Completes projects on time and budget.

Technical Skills – Strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; gives and welcomes feedback; supports everyone's efforts to succeed.

Change Management – Communicates changes effectively; prepares and supports those affected by change.

Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Business Acumen – Understands business implications of decisions; demonstrates knowledge of market and competition; aligns work with strategic goals.

Cost Consciousness – Develops cost saving measures; conserves organizational resources.

Ethics – Treats people with respect; works with integrity and ethically upholds organizational values.

Organizational Support – Follows policies and procedures; supports organization's goals and values.

Strategic Thinking – Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses.

Judgment – Exhibits sound and accurate judgment; includes appropriate people in decision-making.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position.

Quality – Looks for ways to improve and promote quality; monitors own work to ensure quality.

Quantity – Completes work in timely manner.

Adaptability – Changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time.

Dependability – Follows instructions; responds to management direction; keeps commitments; commits to long hours of work when necessary to reach goals.

Initiative – Looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

Qualifications

The qualifications listed below are representative of the knowledge, skill, and/or ability required.

- **Education and/or Experience**
Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- **Language Skills**
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- **Mathematical Skills**
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.
- **Reasoning Ability**
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Computer Skills**
To perform this job successfully, an individual should have knowledge of database software; design software; internet software; inventory software; manufacturing software; order processing systems; and spreadsheet software.

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.

While performing the duties of this job, the employee is constantly required to sit, to use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

The noise level in the work environment is average.