



Job Description: Customer Service Representative

Job Summary:

Responsible for meeting customer needs by:

- Researching questions regarding order status, lead times, pricing
- Interpreting specifications and completing accurate estimates/quotes in a timely manner
- Enter customer orders accurately, verifying pricing, and scheduling on the date requested by the distributor
- Assisting customers in filling their loads to maximize freight
- Continually up-selling products to increase sales (quick install, accessories)
- Contacting potential & current customers regarding products and promotions
- Looking for opportunities to positively affect gross margin & implementing them when appropriate
- Providing information for Parts and Accessory Sales and Operator/Installation Manuals
- Representing the company in a professional and courteous manner at all times
- Communicating ideas and concerns related to Rugby and the sales department in a timely manner
- Other duties as assigned that will impact the department and Rugby Mfg.

Tools Used: Computer, CRM, and related business system software, MS Office software, printers, faxing machines, copier, calculator, and telephone

Job Type: Full-time

Preferences:

- High School or some college courses in a field related to business or equivalent experience
- One to three years of Customer Service experience
- Basic hydraulics and/or steel knowledge
- Strong phone skills required

Job Requirements:

1. Ability to deal effectively and professionally by phone with customers promoting positive company image using strong communication/presentation skills
2. Exceptional interpersonal skills
3. Strong technical reasoning and independent decision making skills
4. High energy and enthusiasm- not easily discouraged
5. Possible travel required.
6. Proficiency in computer applications (Microsoft Office)
7. Preferred basic understanding of truck chassis and related equipment
8. Detail oriented, highly organized, and able to remain focuses in all environments
9. Ability to attend and participate in required company meetings
10. Must be a team player that maintains high integrity while meeting company goals

Employee Print

Signature

Date