

POSITION DESCRIPTION Technical Customer Service Representative

General description of job:

Answer assigned rotating phone line and assist customers with parts orders and excellent customer service. Understand and interpret technical requirements for custom product orders and provide technical assistance and price quoting. Enter sales orders in computer and update customer maintenance. Perform Sales and Shipping Team responsibilities which include cross-training. A non-commission based position. Range of possible hours: 8:30am to 6:00pm. Not a complete description.

Duties, tasks and responsibilities:

- Perform all sales tasks required to create satisfied customers
- Represent McFarlane Brand
- Provide technical information and explanations
- Prepare pricing quotes
- Maintain assigned customers and identify sales opportunities
- Maintain custom log and procedures
- Communicate lead times and see orders to fulfillment
- Communicate with other company departments to follow through with customer issues
- Cross train to assist with online orders, faxes, custom cables
- Follow policies and procedures in the McFarlane Employee Manual, Quality Assurance Manual, Safety Manual, and Sales, Shipping, Receiving Procedures.

Employees you communicate with about the job:

- Communicate with sales, shipping, technical support, engineering, production supervisors, accounting, Quality Manager
- Report directly to the Sales and Shipping Team Supervisor

Requirements and skills needed for the job:

- Experience in customer service, telephone, and computers or equivalent training
- A strong desire to help customers
- Microsoft Office proficiency
- Ability to work with technical mechanical detail
- Ability to evaluate cost and determine appropriate customer price
- Professional writing and verbal communication skills
- Ability to work effectively with a team
- Ability to manage small projects personally and work independently
- A willingness to continuously learn
- Organizational skills
- Detail oriented

Additional skills that are helpful but not required:

- An understanding of general aviation and aircraft systems
- Sales experience

Summary description; other duties and responsibilities as required and needed that arise. This job description in no way states or implies that these are the only duties to be performed by this employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.