

Title: Bi-Lingual Customer Service Representative (Spanish/English)

Job Purpose: Primarily responsible for providing customer's information and taking orders for internal and external customers.

- Heavy telephone work and some direct customer sales at our sales counter.
- Provide prompt responses and follow up to customer inquiries for pricing, delivery, orders and problem resolution.
- Work with sales, parts warehouse staff and shipping departments.
- Maintain all customer file documents, estimates, pricing and correspondence. Perform general data and order entry as well as editing.
- Follow up critical.
- Excellent written and verbal communication skills.
- Must partner with the Sales team to provide customers with service and assistance.
- Process customer orders/changes according to department policies and procedures.
- Working with the customer, process customer returns, create RG # and alert production of returns.
- Work closely with the Credit Department to resolve disputed credit items.
- Provide timely feedback to the company regarding service failures or customer concerns.
- Partner with sales rep to meet and exceed customer's service expectations.

Competencies:

- Problem solving—the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully and maintains confidentiality.
- Interpersonal skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations and demonstrates group presentation skills.
- Written communication—the individual edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Planning/organizing—the individual prioritizes and plans work activities and uses time efficiently.
- Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability—the individual adapts to changes in the work environment manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- Computer Skills - To perform this job successfully, an individual should have knowledge of Internet software; Order processing systems; Spreadsheet software, Word and PowerPoint software.