



TRU-STONE TECHNOLOGIES DIVISION

Customer Service Specialist 2

Department: Sales

FLSA Status: Non-Exempt

Work Schedule: Monday-Friday

Job Status: Full Time

Reports To: Business Development Manager

Amount of Travel Required: 0%

POSITION SUMMARY

Front-line sales and customer service role requiring quick review, decision, and response to a variety of customer inquiries. Inquiries vary from routine pricing, availability & order status questions, to basic application questions, custom quotes to resolving product or shipping issues. Extensive customer interaction requiring a professional approach. Exceptional communication skills are required. Accuracy in CRM and order entry a must. This position will communicate with various departments on coordinating fast turn time on orders. Backs up the scheduler in job entry when required.

ESSENTIAL FUNCTIONS

- ◆ Coordinate Sales Customer Relationship Management system on Tru-Stone and Starrett enterprise needs.
- ◆ Review inbound sales lead quality. Develop leads, initiate LeadSmart Opportunity, distribute leads or discard as appropriate.
- ◆ Sales order entry, customer credit verification, stock level or lead time checks, acknowledge orders.
- ◆ Resolve order issues from purchase order through delivery.
- ◆ Coordinate product returns.
- ◆ Support the Production Coordinator providing backup for job entry.

POSITION QUALIFICATIONS

- ◆ Excellent verbal and written communication skills required for internal and external communication.
- ◆ Ability to work in a fast-paced environment with interruptions.
- ◆ Ability to process and priorities work quickly.
- ◆ Good computer application skills. Experience with CRM and ERP systems required.
- ◆ Skilled in problem solving and negotiation.
- ◆ Solid understanding of our products and processes.

Competency Statement(s)

- ◆ Accuracy - Ability to perform work accurately and thoroughly.
- ◆ Communication (Oral and Written) - Ability to communicate effectively with others.
- ◆ Detail Oriented - Ability to pay attention to the minute details of a project or task.
- ◆ Friendly - Ability to exhibit a cheerful demeanor toward others.
- ◆ Time Management - Ability to utilize the available time to organize and complete work within given deadlines.

Education

High School Graduate or General Education Development diploma (GED).

Experience

2-4 year relevant experience required.

PHYSICAL DEMANDS

Physical Abilities

Stand	O (Occasionally)
Walk	O (Occasionally)
Sit	F (Frequently)
Handling / Fingering	C (Constantly)
Reach Outward	F (Frequently)
Reach Above Shoulder	O (Occasionally)

Lift /Carry

10 lbs/less	F (Frequently)
11-20 lbs	O (Occasionally)
21-50 lbs	O (Occasionally)
51-100 lbs	N (Not Applicable)
+100 lbs	N (Not Applicable)

Climb	N (Not Applicable)
Crawl	N (Not Applicable)
Squat or Kneel	O (Occasionally)
Bend	F (Frequently)

Push / Pull

12 lbs/ less	F (Frequently)
13-25 lbs	O (Occasionally)
26-40 lbs	N (Not Applicable)
41-100 lbs	N (Not Applicable)

N (Not Applicable)

Activity is not applicable to this occupation.

O (Occasionally)

Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently)

Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly)

Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

Vision: Near, Distance, Color and Peripheral

Ability to wear Personal Protective Equipment: Steel Toe Boots, Protective Hearing and Eyewear

WORK ENVIRONMENT

115,000 square foot, environmentally controlled manufacturing facility utilized for precision granite, ceramic, carbon fiber and other medium used in precision metrology applications to manufacturer of custom precision granite machine bases and accessories.

Acceptance Statement

I have carefully read, understand, and accept the job description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of Customer Service/AP at Starrett, Tru-Stone Technologies. I certify that I can and will perform the essential functions of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

Employee's Signature

Date

Supervisor's Signature

Date

Human Resource Signature

Date

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by

supervisors as deemed appropriate.