

**Position Title:** Customer Relations Rep.      **Department:** Customer Relations      **Reports To:** Director of Op. Ex.

**Level:** TBD      **FLSA Status:** Hourly Non- Exempt      **Supervisory Requirements:** N/A

**Position Summary:** Burt Process Equipment is seeking a skilled Customer Relations Representative to join our Customer Relations Team. This position is responsible for cultivating and managing client relationships and will serve as a primary point of contact for existing business. This position is responsible for maintaining industry and product knowledge to assist in supporting client needs and contribute to value-added services.

**Essential Functions:**

- Promote customer satisfaction by proactively addressing clients needs in a professional and personable manner.
- Work interdepartmentally to provide customers with sales quotations, may include working with supply partners.
- Process and manage orders for customers while being a communication liaison between sales, customer, and supplier.
- Learn and apply industry and product knowledge to increase new business and foster customer retention.
- Perform needs assessments with customers to understand and promote the unique value that our organization brings.
- Efficiently navigate and understand vendor manuals, pricing sheets and discount schedules.
- Assist customers with basic product application requests.
- Coordinate resolution of customer issues and concerns, while maintaining an open line of communication.
- Participate in cross-training initiative, backup support for customer support associate position.
- Support communication through collaboration to ensure that customer's needs, and company objectives are being met.
- Manage development opportunities afforded through LMS, vendor webinars, Burt webinars and team initiatives.
- Support Burt's P.L.E.D.G.E goals and core values

**Knowledge & Skills:**

- Ability to perform detail-oriented tasks (highly organized).
- Excellent written and verbal communication.
- Critical thinking, problem solving.
- Timely, sets professional goals to support individual growth.
- Ability to work in a fast-paced environment while managing multiple tasks.
- Negotiation, foresight & forecasting.
- Self- starter, ability to manage one's time, team oriented.

**Minimum Qualifications:**

- 2 years' experience (preferred) in related field.
- Associate and/or bachelor's degree (preferred).
- Background in building customer relationships while working with multiple teams to support customer's needs.
- Strong computer and software skills (Microsoft Office applications, ERP- IFS)

**Physical Requirements:**

- Must be able to sit for long periods of time.
- Must be able to type, bend and reach.
- Must be able to lift up to 10lbs unaided.

**Environment:**

- Typical professional office setting.
- Must contribute to a positive working environment.
- Must be a team player.

All duties and responsibilities are essential job functions and requirements of this position. These are subject to possible modifications to reasonably accommodate individuals with disabilities. To perform this job successfully, the team member(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skill, and abilities for this position. This in no way states or implies that these are the only job duties to be performed by the team member(s). Team member(s) will be required to follow any other job-related assignments, instructions and duties instructed by authorized personnel. This document does not create an employment contract, implied or otherwise other than an "at will" relationship.

Employees Name:

Signature:

Date:

Managers Name:

Signature:

Date: