

# Customer Service Representative

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The Customer Support Representative acts as the primary inside contact for all assigned accounts. Duties include processing orders and quotes, answering product-related questions, resolving customer concerns and ensuring overall customer satisfaction. The Customer Support Representative has a thorough knowledge of current and past Thermo-Tech products and services and serves as an inside resource for product knowledge and company policies and procedures. The Customer Support Representative is a resource for Customer training and product demonstrations.

## **Essential Functions:**

- Enters Customer Orders, Quotes and Service (received via phone, fax, and e-mail) accurately and timely into Thermo-Tech's computerized manufacturing system.
- Produces accurately and timely AutoCAD drawings of window & door configurations as required by the individual customer orders and quotes.
- Develops and maintains a thorough knowledge of Thermo-Tech's product offering and process as a means to facilitate effective work flow and professional communications with both external customers and internal personnel.
- Facilitates customer communications, accurately answering and resolving customer order and product performance concerns while escalating issues as needed.
- Acts as back up for department personnel to include processing of incoming phone calls, distribution and processing of mail, printing of invoices, faxing and filing of service and customer orders.
- Aids in the development and delivery of training on Thermo-Tech's product offering and process for both external customers and internal personnel. External customer delivery will include travel and possible overnight stays for tradeshow/exhibits.

## **Education and Experience:**

- Minimum of a High School Diploma or equivalent or two year post-secondary degree preferred
- Five years customer service experience without a two year degree or two years experience with a two year degree.
- Computer knowledge especially with Microsoft office products
- Strong problem solving ability
- Highly motivated, focused, organized employee who can work in a team environment or independently
- Able to multitask
- Ability to effectively demonstrate to and train others
- Mechanical Aptitude
- Exceptional communication skills
- Ability to deal with various personality types

Please send resume to:

**Thermo-Tech Windows LLC**

**Attn: Human Resources**

**1120 38<sup>th</sup> Avenue Northeast**

**Sauk Rapids Minnesota 56379**

**Or email them to: [jobs@thermo-techwindows.com](mailto:jobs@thermo-techwindows.com)**