

ASA Customer Service Representative

DEPARTMENT: Customer Service

Organization: This position reports to the Customer Service Supervisors and Manager

Accountability: This person will receive a full spectrum approach in learning all aspects of the customer service experience and responsibilities at ASA. They will ensure all customers are properly serviced in the data entry and customer service phone environment. Customer's request is to be fulfilled accurately, efficiently, and on time to the highest standards and to the Customer Service Code of Conduct guidelines.

Responsibilities:

- Timely and accurate processing of all incoming orders via fax or email in accordance of stock levels and lead times.
- Maintaining, updating and verification of order confirmations and contacts.
- Assure timely / accurate handling of order routing
- Creating and emailing Proforma Invoices to customers
- Creating international documents for the warehouse when required
- Investigate and respond to all internal and external requests. Acting as a liaison between the customer and ASA.
- Enter orders and warranty return requests accurately and in a timely manner.
- Utilize promise dates given to customers on order confirmations by using lead times, order planning reports, and communication with purchasing department.
- Ensure all orders are entered according to cut off times and orders are released off SO Hold in time to ship.
- Assist in quote process, processing Freight Claims, Incorrect Shipments and other miscellaneous task asked.
- Assist customers with product information and troubleshooting assistance.
- Assist with communication of delinquent Hassle Free returns.
- Answer or properly document all incoming calls and e-mail through the Customer Relation Management System.
- Ensuring all incoming Customer emails are responded to in a timely manner
- Miscellaneous – any other request made by the manager that is work related.

Qualifications: Education: High School graduate or GED and must be at least 18 years of age

Knowledge / Skills:

- Must be detail oriented and able to function in a fast-paced environment while dealing with both internal and external customers.
- Must be able to communicate with internal and external customers, both verbally and in written form.
- Must be able to multi-task
- Must understand the operation of a Multi Meter
- Basic Audio/Video and Electronics knowledge
- Previous installation experience is a plus