

# ASA Customer/Tech Service – Phone Representative

DEPARTMENT: Customer Service

Organization: This position reports to the Call Center Supervisor

Accountability: This person ensures all customers are properly serviced in the customer service phone environment. Customer's request is fulfilled accurately, efficiently, and on time to the highest standards and to the Customer Service Code of Conduct guidelines.

Responsibilities:

- Answer or properly document all incoming calls and e-mail through the Customer Relation Management System.
- Check customer service/tech service voicemail hourly.
- Investigate and respond to all internal and external requests. Acting as a liaison between the customer and ASA.
- Enter orders accurately and timely utilizing Code of Conduct.
- Enter return requests accurately and timely utilizing Code of Conduct.
- 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.
- 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
- 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