



Job Description

Position Title	Department	Reports to
Customer Service Representative	Sales	Director of Sales
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	January 2021

POSITION SUMMARY

The Customer Service Representative (CSR) contributes to STARC's growth by providing support to STARC's sales team and customers through the efficient creation of accurate quotes, the entry of orders, the creation of vendor accounts, and the administrative support of channel partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Producing accurate quotes to match customer needs;
- Processing orders;
- Obtaining and maintaining superior product and internal process knowledge;
- Providing outstanding support to the sales team that goes above and beyond;
- Ability to coordinate the needs of customers, sales, manufacturing, and finance to ensure order success;
- Working within and maintaining a clean and accurate CRM platform;
- Contributing to STARC's CSR culture, best practices, and standard operating procedures;
- Obtaining shipping quotes, coordinating shipping dates, and troubleshooting shipments;
- Other duties as deemed necessary for increasing revenue, improving customer satisfaction, and ensuring first-class sales operations.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Detail-oriented and thorough;
- Motivated and resourceful;
- Quick and proactive problem-solving skills;
- Responsive;
- Excellent communication abilities (both written and oral);
- Excellent customer service skills;
- Experience with Salesforce.com and/or proven ability to quickly learn software technology;
- Experience with or ability to learn how to read floor plans;
- Experience with or ability to learn software utilized for taking measurements for floor plans;
- Proficient with Microsoft Windows and Office Suite;
- Bachelor's degree preferred.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the

employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

STARC Systems is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.