

Job Description

Job Title: Customer Service Representative	Reports To: Inside Sales Lead
Department: Inside Sales	Locations: Livermore, CA and Round Rock, TX
Exemption Status: Exempt (Salaried)	Level/Salary Range: TBD

Our Mission

We are an employee-owned company, providing effective automation solutions. We are dedicated to quality and long-term value. Our first priority is to meet and exceed the requirements of our customers.

Powermatic Associates is consistent in delivering products and solutions that simply work. Our reputation has allowed us to grow along with the successes our customers experience.

As a leading Original Equipment Manufacturer (OEM) distributor, it is important to have inventory available, so our customers can anticipate the timely delivery of their tools and/or systems. Some of our standard product inventory includes circuit breakers, contactors, programmable logic controllers (PLCs), and sensors of several technologies. We also inventory raw stock items for our value-added assemblies, in order to reduce lead times.

Behavior Standards

In the performance of the respective tasks and duties, all employees are expected to abide by the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Be honest, ethical, and hardworking with a strong desire to succeed.
- Work independently while understanding the necessity for communicating work efforts with other employees and organizations.

Job Purpose

As an Inside Sales Representative, your primary role will be to receive inbound phone calls from consumers shopping for various services. This position's goal is to help customers find the product that best fits their needs and close the sale on the initial call.

Principal Duties & Responsibilities (Essential Functions)*

- Process orders, prepare correspondences and fulfill customer inquiries to ensure customer satisfaction. Opens customer accounts by recording account information.
- Assist with placement of orders, refunds, or exchanges
- Take payment information and other pertinent information such as addresses and phone numbers
- Answer questions about warranties or terms of sale
- Compile reports on overall customer satisfaction
- Maintains customer records by updating account information.
- Prepare product or service reports by collecting and analyzing customer information
- Answer any questions the customer may have about available products and services
- Manage large amounts of incoming calls
- Keep customers updated with order status via open order report
- Use telephones to reach out to customers and verify account information
- Responsible for supporting order management team responsible for processing orders, returns and/or servicing of company products
- Supports order management team as liaison with customers to resolve problems and inquiries when needed
- Assists upper management in the development of customer service policies and implementation
- Other duties as assigned, needed or required

**To comply with regulations set forth by the Americans with Disabilities Act (ADA), the principal duties in this job description must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Qualifications & Skills

Required Knowledge, Skills, and Abilities

- Two or more years of prior job-related in sales or related field with a proven track record of consistent revenue growth.
- Exhibits suggestive and/or selling habits.
- Must be able to work on an independent basis.
- Proficient in the use of Microsoft (MS) Office, with focus on a demonstrated working knowledge of MS Excel and MS Outlook.
- Ability to work well in time-sensitive situations where customer satisfaction is the ultimate goal.
- Must be able to understand the basic sales cycle.
- Highly effective tele-sales skills, including professional demeanor, artful negotiation skills, and outstanding phone etiquette.
- Excellent verbal and written communication skills and, in particular, the ability to craft professional e-mails and client-related documents.
- Team-oriented operating style with effective interpersonal skills that allow successful business interactions with individuals of all leadership styles, personalities, and career levels.
- Must be action oriented with the ability to think critically.

Preferred Knowledge, Skills, and Abilities

- Two or more years distribution component sales experience and/or a minimum of 5 years' experience in technical sales of electro-mechanical components and systems for semiconductor equipment market, preferably with exposure to industrial automation applications.
- Knowledge of electronic component product sales career experience.
- Functional and/or technical awareness.
- Action oriented behaviors.

Working Conditions

Powermatic Associates is a rapidly growing organization and as such our team must be very agile and be comfortable working in an evolving environment. The working conditions for this position is primarily sedentary in an office environment; experiences frequent interruptions; required to meet deadlines; requires visual concentration on detail, dexterity and precision. Typical work hours are M-F, 8am-5pm.

Physical Requirements

- Most work is performed in a temperature-controlled office environment.
- While performing the duties of this job, the employee may be required to walk 10% of the time, stand 10% of the time and sit 80% of the time.
- The employee will occasionally lift and or carry up to 25 lbs.
- Employee may use computer, phone, copier/scanner and other office equipment in the course of a day.
- While performing the duties of this job, the employee is occasionally required to use hand to finger, handle or feel objects, touch and use tools, reach with hands and arms, climb stairs, bend, stoop, twist, lift, reach, push, pull, grasp, balance, kneel, crouch, crawl, grasp, talk, hear, and walk during the course of employment.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.

Direct Reports

There are no direct reports for this position.