

## DNP Imagingcomm America Corporation - Pittsburgh Job Description

<b>Job Title:</b>	<b>Customer Service Representative</b>
<b>Department:</b>	<b>Customer Development</b>
<b>Reports To:</b>	<b>Director of Customer Relations/Customer Service Manager</b>
<b>FLSA:</b>	<b>Non-exempt</b>
<b>Approved By:</b>	<b>Silvana Lewis</b>

### **SUMMARY**

Responsible for supporting customer accounts in the U.S.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Maintaining and help expand an existing customer account base through telephone and email contacts with customers
- Working closely with DNP's sales team/executives to provide superior service to accounts
- Working closely with other departments to coordinate international shipment as needed
- Responding quickly to customer needs and satisfying requests efficiently
- Making product recommendations and work closely with customers to find the right solution for their needs.
- Ensuring that customers understand the benefits and advantages of DNP's technology and services
- Assist company efforts to drive and promote customer satisfaction throughout the organization
- Processing quotes, credits and complaints according to DNP policies
- Processing orders for accounts within the territory as needed
- Promote DNP electronic tools and website
- Making pro-active outbound calls and building customer relationships

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION AND/OR EXPERIENCE**

- High School Diploma or GED
- Detailed oriented
- Previous call-center (preferably in a manufacturing environment) and/or customer service experience
- Excellent oral and written communication skills

- Computer & keyboarding skills
- Proficiency in MS Word & Excel
- Occasional travel may be required
- Knowledge of ERP system, specifically Epicor
- Ability to multitask
- Knowledge of International shipping requirements (Incoterms/ shipping documents)
- The ability to follow written and verbal instructions.
- Reasoning ability – the ability to apply common sense understanding to carry out written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Ability to work independently and take appropriate corrective action when minor problems arise.

### **PHYSICAL DEMANDS**

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

The employee is frequently required to talk or hear, sit, type, stand, and walk. The employee is occasionally required to use hands to finger, handle, or feel and reach with hands and arms. Specific vision abilities required by this job include close vision, depth perception, peripheral vision, and ability to adjust focus.

### **SAFETY REQUIREMENTS**

Due to the nature of the work performed in this job, the employee is required to wear safety glasses and hearing protection (Coating) when spending time in Production areas.

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Employee signature

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Date