

Walbro LLC

JOB POSTING

Posting Number *18-010*
Dates Posted *09/27/18 – 12/31/18*
Position Title *Customer Service Representative*
Grade Level *N3*
Position Reports to *Customer Service Manager*
Department, Location *Customer Service, Cass City, MI*

Job Summary

An immediate opening exists for a Customer Service Representative. This position will be based at the Cass City Plant in MI. The ideal candidate has 1-3 years of progressive customer service experience, preferably in manufacturing.

Duties and Requirements of the Job

- Responds to customer inquiries by telephone or e-mail to provide non-technical problem resolution.
- Resolves mostly routine and some non-routine, more complex problems and communicates solution or requested information to the customer.
- Analyzes a customer's service needs and refers to other service or technical departments for follow up as needed.
- Cancel or upgrade accounts; close out or open call records.
- Advise on company information; answer questions about warranties or terms of sale.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel orders; assist with placement of orders, refunds, or exchanges; handle changes in policies or renewals.
- Suggest solutions when a product malfunctions.
- Inform customer of deals and promotions; sell products and services.
- Work with customer service manager to ensure proper customer service is being delivered.
- Compile reports on overall customer satisfaction.
- Utilizes a customer relationship application or database to record activities and research product information.

Job Skills & Requirements

- Possess excellent human relations and people sensing skills.
- General business management and analyzing skills
- May or may not have any functional sales experience, but if not, has experience as a Sales Analyst
- Minimum 1-3 years of progressive experience

Educational Requirements

High School Diploma or equivalent; Bachelor's degree preferred

Walbro LLC is an Equal Employment Opportunity Employer.

The Company does not discriminate on the basis of a person's race, religion, color, age, sex, national origin, disability, veteran status, pregnancy, or other protected grounds in recruiting, hiring, training, promotion, or conditions of employment.