



BARN LIGHT

ELECTRIC COMPANY®

Job Title: Customer Care Representative
Department: Customer Care
Reports to: Channel Care Supervisor

Supervisory Responsibility: No
FLSA Status: Non-Exempt
Physical Demands: Level I

Job Summary: Responsible for providing effective customer service for all internal and external customers by using excellent, in-depth knowledge of company products and programs as well as communicating effectively with team members within the customer service department. Act as liaison between company and customers while assisting with complaints, orders, errors, account questions, billing, cancelations, and other queries.

Essential Duties and Responsibilities:

- Ensure that all customer inquiries are handled expeditiously and correctly - act proactively and with efficiency in translating customer needs that cannot be resolved within customer service
- Keep Sales Managers, inside and outside, informed about rep/customer issues while maintaining the responsibility for resolution
- Communicate internally on all product or job problems as they happen and documents and/or communicate the resolution when appropriate
- Assist all customers (including contractors, distributors, engineers, etc.) through any issues and work with Manufacturing Floor and our RSM when necessary to resolve problems
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- Process customer orders
- Process and qualify all returns
- Assist customers with freight issues, expedites and lead time requests
- Process UPS claims
- Manage UPS shipment exceptions
- Manage UPS shipment intercepts
- Issue call tags
- Adhere to all company policies, procedures and business ethics codes
- Maintain regular and prompt attendance
- Perform other duties as assigned
- Complete daily reports and any special assignments on or before due dates
- Know our products inside and out so that you can answer questions

Required Skills

- Proficient in Microsoft applications (i.e.; Excel, Word, Outlook)
- Customer-oriented with ability to respond/adapt to different situations
- Strong phone etiquette and active listening skills
- Strong presentation skills and communication skills, written and verbal
- Ability to multi-task, prioritize and manage time effectively
- Documentation Skills with attention to detail

Preferred Skills

- 1-2 years' experience in Customer Service, or similar field

Educational/Certification/License Requirements

- High School Diploma or Equivalent

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Barn Light Electric is an equal employment opportunity employer