

# ***Title: Customer Service Representative (CSR)***



[www.summit.com](http://www.summit.com)

**Effective date:** Immediately

**Reports to:** CSR Supervisor, Operations Manager or Service Center Leader

**Customers served:** External -- Customers, vendors, manufacturers' representatives and other suppliers. Internal -- Summit's warehouse and counter sales associates, account managers, operations manager and service center leader

## **Essential Qualifications and Experience**

- Minimum education high school diploma or GED
- Customer service experience (minimum years' experience?) in the electrical distribution industry
- Excellent interpersonal and communication skills, both oral and written
- Time management – ability to organize and manage multiple priorities and meet deadlines
- Flexibility – ability to effectively adapt to change

## **Beneficial Skills and Experience**

- Ability to perform duties with minimal supervision
- Completion of some level of the National Association of Electrical Distributors' education program EPEC
- Experience in an electrical distributor's warehouse and counter

## **Role Summary**

- Thoroughly understand all product capabilities, features and benefits as well as Summit's market conditions, product warranties and services.
- Assist customers over the phone or via Internet with orders, quotations and product questions.
- Negotiate profitable pricing with both customers and suppliers.
- Proactively follow up on customer orders, challenges and needs.
- Resolve customer concerns and issues as efficiently and effectively as possible.
- Assist counter and warehouse associates as needed.

## **Physical Challenges**

- Consistent sitting for hours at a time
- Consistent use of keyboard and mouse
- Ability to perform the same physical tasks as that of counter and warehouse associates
- Ability to operate standard warehouse equipment

**Reporting to the position:** No direct reports.