

POSITION: Front Line Communication Specialist

LOCATION: Houghton, Michigan

CLASSIFICATION: Non-Exempt

REPORTS TO: US Parts Manager

POSITION DESCRIPTION

The Front Line Communication Specialist plays an extremely important role in defining and up-holding the highly respected reputation of Somero Enterprises as being the industry leader in Customer Service. This position often establishes the Customer's first impression of Somero Enterprises. The Front Line Communication Specialist is responsible for ensuring that both internal and external customer's needs are properly identified and noted in an expedient manner, before coordinating the transition of the customer's call to the necessary personnel. This position requires a highly personable, professional and confident individual with excellent listening and communication skills. In addition, the Front Line Communication Specialist will provide administrative and project support to the US Parts Manager.

PRINCIPAL ACCOUNTABILITIES

- Coordinate the distribution of live customer calls as well as emails within the Customer Support group
- Initiate and distribute tickets to Field Support Technicians and Parts Specialists
- Create, modify and maintain customer files within Customer Support call tracking software
- Other administrative duties as assigned
- Work safely in an office and manufacturing environment and follow all company safety policies and procedures

ATTRIBUTES

- Confident, resourceful and self-motivated
- Flexible and able to maintain a positive attitude in high pressure situations
- Strong organizational and time management skills
- Excellent attention to detail
- High Level verbal and written communication skills
- Ability to plan, organize and schedule full range of administrative duties
- Capable of identifying areas where process improvements are needed
- Strong analytical and problem-solving skills
- Comfortable with multi-tasking and meeting deadlines
- Ability to work well as part of a team located in different locations

EDUCATION/EXPERIENCE

- High school diploma or equivalent required
- 1-3 years' experience in a customer facing role preferred
- Experience with Microsoft Office skills including Excel required

WORKING CONDITIONS

- Ability to work extended hours as business needs dictate
- Frequently remain in a stationary position such as sitting or standing for prolonged periods of time

JOB DESCRIPTION ACKNOWLEDGEMENT: I have received, reviewed and discussed any questions I may have had about this job description prior to signing this form.

PRINTED NAME: _____



SIGNATURE: _____

DATE: _____