

## **SOUTHWEST WINDPOWER**

**Job Title:** Customer Care Center Representative  
**Department:** Customer Care Center  
**Reports To:** Customer Care Center Lead  
**FLSA Status:** Non-Exempt  
**Posting Date:** December 1, 2009

### **Purpose**

The position reports to the Inside Sales Coordinator and is responsible for communications to End User, Dealer, and Distributor customers. The focus of the position is to meet or exceed customer requirements in providing information in response to product inquiries, order requests, and questions or concerns about products and services. The successful candidate will have knowledge of customer service principles and practices, call center experience, and an aptitude and understanding of mechanical and technical concepts.

### **Responsibilities**

- Interact and deal directly with customers either by phone, email or person-to-person
- Respond and follow up within 24 hours to customer inquiries
- Builds and cultivates customer relationships
- Enter new customers and other sales data for current customers into Oracle database
- Process customer orders, forms and requests
- Keep records of customer interactions and transactions, and actions taken
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle inquiries and complaints
- Perform customer verifications upon order entry and processing
- Direct requests and unresolved issues to the designated resource
- Confers with sales, production, shipping or common carrier personnel to expedite or trace missing or problem shipments
- Other duties may be assigned as required

### **Qualifications**

The applicant must have exceptional attention to detail and the ability to balance multiple priorities in fast paced environment and often work under the pressure of competing and sometimes conflicting priorities while maintaining composure and flexibility.

- Strong organizational and analytical skills
- Excellent listening skills
- Meet commitments and follow through on promises

- Contribute to building a positive team spirit and balance Customer Care team and individual responsibilities
- Identify and resolve problems in a timely manner
- Gather and analyze information with attention to detail, accuracy and thoroughness
- Ability to manage difficult or emotional customer situations while balancing empathy for the customer with the Company needs
- Speak clearly and persuasively in both positive and negative situations in a professional and courteous manner
- Ability to write clearly and informatively, and edit work for grammar and spelling
- Adapts to changes in the work environment and manages competing demands or unexpected events
- Must be dependable and consistently punctual, and ensure work responsibilities are covered when absent

**Computer Skills**

Intermediate or advanced skills of MS Office. Knowledge Oracle ERP or other ERP/MRP software to enter orders, solve problems and analyze order status and sales information.

**Education and/or Experience**

Bachelor's degree or equivalent; five years related experience and/or training; or an equivalent combination of education and experience.

**Location**

Flagstaff, Arizona

**Other Qualifications**

It is each employee's responsibility to contribute to a positive work environment through cooperative and professional interactions with co-workers, customers and vendors.

Southwest Windpower is an Equal Opportunity Employer.