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**PTDA Bearings & Power Transmission, Inc.**

**One Sprocket Lane**

**Reducer Springs, Michigan 48000**

**PT/MC Job Description**

**Customer Service Representative (Inside Sales) — Non-Exempt Position**

**Reports to:** Branch Manager/Customer Service Manager

**Job Summary:**

The Customer Service Representative supports all customers (internal and external) by responding to requests, placing orders and providing information on credits, pricing and any issues with orders.

**Job Functions:**

* Responds to customer inquiries regarding product selection, placement of orders for standard products and services, requests for prices and quotations and handle customer credits and complaints.
* Fill requests for product literature or other information.
* Expedite orders from vendors in order to ensure that order promise dates are met.
* Coordinate activities with internal company departments, vendors and common carriers.
* Access, update and maintain records for individual accounts.
* Perform duties to provide technical and product assistance to customers in order to generate new and repeat sales.
* Assess the customer’s application and suggest products or services to best suit the customer’s needs.
* Quote prices, terms of sales, availability, delivery dates and related information and process orders.
* Resolve any product issues customer may have related to quality or mis-shipments.
* Resolve accounts receivable issues that may prevent an order from shipping to a particular customer.
* Service walk-in counter customers for pick ups, product identification and order entry.
* Perform other duties as requested by management.
* Able to work in warehouse if needed.

**Skills Needed:**

* Relationship builder with external and internal customers
* Strong verbal skills, both face-to-face and when utilizing phone
* Effective written communicator (email/text)
* Technical aptitude to understand customer’s application and offer product solutions
* Utilize manufacturing product catalogs and websites to identify and source products
* Able to utilize calipers; measure products to an accuracy of .001”
* Ability to convert fractions to decimal equivalents and metric to English dimensions
* Efficient order entry computer skills and ability to utilize credit card processing software/hardware

**Education Required:**

* Two year associates degree or equivalent experience
* Course work in math, including algebra and geometry
* Basic computer keyboarding
* Knowledge of Office products, including Outlook, Word, Excel and PowerPoint

**Other:**

* Reports to the Branch Manager
* May also receive direction from inside and outside sales personnel
* Must be able to stand for prolonged periods (>30 minutes) without sitting
* Able to lift products weighing up to 70 pounds without assistance
* Normal work hours M-F 8:00 am – 5:00 pm
* Position requires possible after-hours callout to supply any customer needs.

**EEO Statement:**

**PTDA Bearings & Power Transmission, Inc.** provides equal employment opportunities to all. We prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, protected veteran status, sexual orientation, or any other characteristics protected by federal, state or local laws.