



POSITION TITLE: Customer Service Representative

REPORT TO: Customer Service Manager

LOCATION: Columbia, Maryland

PT/FT/TEMP: Full-Time

For over 40 years B/A Products has designed and developed products that are industry standard for OEM's and end-users of the Towing, Vehicle Recovery, Fire, Rescue, Auto Transport, Industrial, Agricultural industries and more.

POSITION SUMMARY

Customer Service Representative position that provides excellent customer service and supports customer communication and order entry. This position will be essential to coordinate and support the cross functional departments.

ESSENTIAL DUTIES & RESPONSIBILITIES

All aspects of order entry including: Receiving in bound calls for orders and customer service issues, order entry, providing customer service, assisting distributors with orders. Assist with scheduling, resolving order issues, and assisting the outside sales department.

Must be willing to work with and communicate with other departments of B/A: Planning, Shipping, Accounting, Operations, Outside Sales, Purchasing, Engineering, Quality Support and Leadership.

- Print out customer orders from the shared in box
- Answering incoming customer calls
- Review customer orders and requests via E-mail, fax and from outside sales
- Enter customer orders and PO's accurately and timely in the ERP system
- Provide the Customer with order confirmations
- Follow up with customers for updates and/or changes to their orders
- Review and edit the Open Orders report to ensure all orders are released and shipped
- Enter order requested by dates in support of operations lead time, update as required
- Provide excellent customer service and excellent internal service
- Successfully upsell B/A Products for all market segments
- Coordinate with Operations and Shipping to advise shipment tracking for customers
- Coordinate with supply chain, production and engineering for non-standard requests
- Provide quality and timely response to all customer requests
- Support and resolve customer escalations
- Support the Return Material Authorization current and future state process
- Support customer visits, training and trade shows as needed
- Support business initiatives and strategies
- Support and adhere to the customer service guidelines
- Support the department cross training requirements

SKILLS AND QUALIFICATIONS REQUIRED

- Customer Service and/or Inside Sales experience
- Experience in the towing /auto transport/ manufacturing field a plus
- Demonstrated professional verbal and written communication skills
- Strong computer skills, Microsoft Office experience, and ERP software experience a plus



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SKILLS AND QUALIFICATIONS REQUIRED CONT.

- Strong comprehensive and active listening skills, phone experience preferred
- Customer orientation and ability to adapt/respond to different types of challenges
- Ability to multi-task, prioritize, and manage time effectively
- Positive, upbeat attitude and works well in a team environment

EDUCATION

- High school or equivalent (Required)
- 2 year degree (Preferred)

COMPETENCIES

- Analytical - Synthesizes complex or diverse information; collects and researches data.
- Design - Generates creative solutions; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully.
- Customer Service - Responds to requests for service and assistance; Meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; keeps others adequately informed.
- Cooperation - Establishes and maintains effective relations; works cooperatively in group situations.
- Oral Communication - Listens and gets clarification; participates in meetings.
- Written Communication - Writes clearly and informatively; presents numerical data effectively; able to read and interpret written information.
- Teamwork - Exhibits objectivity and openness to others' views.
- Adaptability - Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.
- Planning/Organizing - Prioritizes and plans work activities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.



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REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS

Microsoft Office / D-365 preferred/ SAP or similar ERP software experience a plus

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.
- Support core business hours, overtime as needed and occasional weekend support required.
- Some travel may be required to support trade shows, customer visits and industry training opportunities.
- Onsite Office support required.