



**Position: Customer Service Support Representative**

**Department:** Customer Service

**Date:** April 4, 2018

**Company Overview**

Specialty Products Company (SPC) is a leading designer and manufacturer of wheel alignment parts. Selling more than 1,500 sku's to customers on every continent, SPC sets the gold standard in product design, training, and customer service at the WD and installer level. SPC is an ISO/ TS16949 certified company. Since 1971, its commitment to quality at every step of the way has made SPC the installer's preferred wheel alignment part brand.

**Summary of Duties:**

The Customer Service Representative main duties include:

- Processing orders and up-selling products and tools
- Providing technical support
- Maintaining the CRM database
- Work with Sales Representatives
- Coordinate times with rest of team for coverage Monday through Friday 7 am through 5 pm.
- Keep up to date with SPC products

**Required Competencies:**

- **Customer Service:** Communicate with customers via e-mail, fax, and telephone in a professional and courteous manner at all times. Handle difficult problems and/or customers using active listening and personable attitude. Identify customer needs and work to resolve issues in a timely manner.
- **Computer Software:** Proficiency in order entry, getting around the internet and PC office applications
- **Technical Reading:** Able to read instructions and prints to convey information to customers
- **Critical Thinking:** Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Highly Detailed:** Able to process all forms of work with high degree of accuracy and detail.
- **Communication Skills:** Able to receive and respond to daily work instructions and requests; communicate through verbal and written channels
- **Time Management:** Able to manage multiple tasks and work autonomously.
- **Travel:** Able to travel independently
- **Team oriented:** Work across organization to meet the needs of the company for timely and accurate information to customers and engineering
- **Automotive skills:** Experienced in either being a mechanic, service writer, or similar related fields

**Preferred Competencies** (*Background in these competencies valued but not required*)

- **Active Learning:** Stay current on SPC products and alignment information
- **Written and organizational skills:** Able to organize and write procedures for key accounts and communicate and support key account managers

**Example Activities**

- Process orders, return authorizations, and credits for both domestic and international customers
- Special projects that include data entry
- Consult with customers regarding issues
- Work cross departments to ensure timely responses
- Provide Vehicle alignment specifications and applications
- Provide technical advice to customers
- Support your territory by traveling with account managers and salespeople to promote SPC
- Enter and maintain customer information into CRM

**I am able to perform the essential duties of this position with or without a reasonable accommodation:**

If an accommodation is needed please indicate here:

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date