

Customer Service Representative – Calgary Head Office

The Customer Service Representative (CSR) is responsible for providing quality customer service to internal and external customers daily via telephone, email, web service request, fax, or in-person communication. This position is responsible for ensuring all customer service calls and requests are completed in a timely, accurate, and efficient manner while maintaining a customer-focused attitude. Assigned teams and tasks will vary based on business necessity.

Responsibilities/Accountabilities (include but are not limited to):

- Primary job responsibility is to gather information via incoming calls and emails from customers in order to quickly, professionally and accurately answer any and all questions regarding product and service issues.
- Meet customer needs by diagnosing service issues; processing service requests; scheduling service appointments based on customer product, time and labor requirements; providing quotes to customers; ordering necessary service parts
- Must research and troubleshoot product issues from customer in an accurate and timely manner
- Update customer files (electronic files in Pella Service System) each time contact is made with customer and close file when job is completed
- Research parts needed using resources such as subject matter experts, PERL etc. to ensure parts ordered for services tasks are accurate.
- Enter Pella Credit Requests (PCR) for all warranty parts ordered
- Understand and proficiently use phone system as required
- Resolve customer concerns regarding product and service, engaging other departments when needed (i.e. sales, order fulfillment, technical and corporate support staff)
- Assist Service Technicians with daily issues including scheduling, parts orders, directions, customer communications, etc.
- Process customer payments via credit card
- Schedule delivery method for service parts without a technician trip (i.e. USPS/Fed Ex)
- Complete confirmation process for customers with time/date of appointment, and place calls to customers after event is completed to determine service level obtained
- Meets or exceeds monthly metrics goals, including CSR, quality, and productivity goals as established by department
- Promotes and facilitates continuous improvement activities in the department

Skills/Knowledge:

- Provide superb customer service
- Completes work in a timely and accurate manner
- Enjoys working in fast-paced environment with a high sense of urgency
- Confident in ability to resolve customer issues
- Seeks out internal experts and utilizes their knowledge
- Committed to following established processes
- Focused on details and follow through
- Proficiency with Microsoft Office and ability to learn internal software programs and applications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications, physical demands and work environment characteristics listed below are representative of the knowledge, skill, and/or ability required to successfully perform

the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Must have High School Diploma, 0-2 year's customer service, or general business experience preferred. Prior knowledge of general construction applications and terminology and/or window and door applications or components is desirable but not required.

Computer Skills:

Proficiency with Microsoft® Word, Excel, Outlook and PowerPoint software applications. Will be expected to develop proficiency in Pella proprietary software (i.e. PQM, POETS, OMS, etc.).

Communication Skills:

Excellent verbal and written English language skills are required as well as good public relations, public speaking, and customer service skills. Ability to read, interpret, understand and explain documents such as sales processes, product specifications or warranty manuals. Ability to effectively present information to others, gather information from others, and respond appropriately to questions from customers, coworkers and managers. Must display excellent phone and email etiquette. Must be able to present appropriate attitude for the situation when interacting with customers or coworkers.

Professional Skills:

Must be a team player and exhibit a strong desire to learn and promote self-growth. Must be pro-active, self-disciplined, self-motivated, and have a demonstrated ability to follow projects through to completion. Attention to detail is required. Must be able to demonstrate organizational skills, prioritize tasks, and meet deadlines. Must be able to develop trust, respect, and confidence of customers, coworkers and managers. Must present in a clean and neat physical appearance. Must be able to investigate issues and resolve conflict in the best interests of the business and our customers.

Mathematical Skills:

Ability to subtract two digit numbers and to multiply and divide with 10s and 100s. Ability to perform calculations using units of money, time, measurement, etc. Ability to calculate figures and amounts such as proportions, percentages, area, length, width, height, and depth. Ability to apply basic concepts of algebra, geometry and general business math.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, type or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to sit, stoop, or crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Time commitment required of this position will vary based on business needs.

Work Environment:

Work environment with this job primarily includes the typical office environment. The noise level of this job is typically moderate. Employees in office positions may occasionally enter warehouse work areas.