



Job Title: Customer Support Specialist
Department: Customer Support Department
Reports To: Customer Support Supervisor
FLSA Status: Non-exempt
Prepared By: Customer Support Supervisor
Prepared Date: 2/16/16
Approved By: Human Resources
Approved Date: 2/18/16

Summary

Ensures Customer Satisfaction by developing relationships with external and internal customers (consumer/retail) to coordinate all aspects of service; meeting service needs in a timely, efficient and professional manner while utilizing an in-depth knowledge of product lines.

Essential Duties and Responsibilities

Process customer inquiries (return authorizations/credits/purchase order discrepancies, etc.) via designated customer support email addresses.

Support order processing from Masterbuilt website.

Process customer inquiries from multiple websites/portals for return requests and order placing.

Processes customer purchase orders for replacement parts and warranty: Acknowledges orders, advises customer on part availability and part costs (if applicable) and order entry.

Assist in processing Masterbuilt and Infomercial Web Sales and data tracking of sales.

Process of Infomercial Credit Card refunds and credits to external payment software.

Responsible for maintaining tracking of check requests and FedEx mailing (consumer/returns & liability).

Entry and management of new product to Topics Case Entry in Epicor.

Outbound calling in support of Social Media and Marketing programs.

Reception duties co-operatively as scheduled.

Exercise independent judgment and discretion in providing resolution to consumer field complaints.

Conduct research to resolve Return and Credit requests for both Consumers and Customers.

Coordinate and maintain an open channel of communication with other departments to ensure appropriate information is disseminated and in a timely manner.

Maintain in-depth product knowledge and troubleshooting skills to assist customers.

Perform other duties as assigned.

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.

Education and/or Experience

Associates degree (or equivalent) from a two-year college or technical school; one year related experience and/or training; or an equivalent combination of education and experience.

Skills and Competencies

- Proficiency with Microsoft Office applications: Outlook, Excel, PowerPoint and Word.
- Excellent verbal and written English language skills required. Read, interpret and analyze correspondence, memos, reports and tables.
- Excellent presentation ability. Presenting one-on-one and large groups.
- Communicate with co-workers, customers and various business contacts in a courteous and professional manner.
- High level of attention to detail and ability to work accurately, with interruptions, to meet deadlines in short lead-times.
- Discretion in handling sensitive and confidential documents and situations.
- Ability to work independently as well as collaboratively within a team.
- Self-motivated, proactive, and resourceful, with a positive, professional attitude
- Work in office environment. In addition, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds in compliance with company lifting policy.
- Dedicated to company and personal core values.
- Practice safety and adhere to all company safety policies.

Masterbuilt Manufacturing is An Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status.

Qualified candidates should apply for the position by sending his/her resume to HR@masterbuilt.com.