



## **Job Description: Customer Service**

### **Job Title:**

Customer Service Representative

### **Status:**

Hourly, Level I

### **Reports to:**

Sales – Brand Manager

### **Job Summary:**

The Customer Service Representative will focus on delivering on our brand promise of a positive customer experience across the entire customer experience journey. This position will answer incoming customer inquiries by phone and by email, help and assist in trouble shooting and education and use of our product lines, while striving for a mutually beneficial resolution of customer issues. The customer service representative will also collaborate with management teams to stay updated on new products, services, and procedures.

### **Essential Job Functions:**

- Identify and assess the customers' needs to achieve complete customer satisfaction across the entire customer experience journey.
- Manage incoming customer calls and inquiries.
- Manage customer cases around troubleshooting and warranty claims.
- Manage RMA's and issuing refunds where appropriate.
- Entering and processing customer orders.
- Facilitate billing – terms, credit card orders, fraud alert and payment holds.
- Utilize our database system to compile detailed notes about each customer interaction – this would include logging customer calls, inputting and resolving cases, sending customer emails, processing orders, monitoring billing and shipping.
- Performs other duties as assigned.

### **Minimum Requirements:**

- High school diploma or GED
- An equivalent combination of education, training, and experience provides the required knowledge, skills, and abilities to perform the job's essential functions.
- Must possess and maintain a valid Driver's License.

### Knowledge, Skills, and Abilities:

- 3+ years of success in a customer service or support role
- Prior experience with technical support
- Ability to learn the product portfolio and retain technical specifications.
- Comfortable with heavy phone and computer work and maintaining a positive attitude throughout the day.
- Comfortable working across departments to get the answers need to solve various potential customer inquiries.
- Excellent verbal and written communication skills; phone skills, email skills, web search skills and attention to detail
- Possesses and energetic, outgoing, and friendly demeanor.
- Self-motivated and able to stay on top of multiple open tasks at once.
- Ability to prioritize and manage time efficiently.
- Strong computer skills including Microsoft Office Suite (Word, Excel, Outlook) and experience with a CRM system (NetSuite) preferred.

### Working Conditions:

Employees in this position work in a dynamic environment that requires sensitivity to change and responsive to the evolving goals, priorities, and needs.

### Compensation and Benefits:

- Base Pay: 15.00/Hour DOE
- 15 days PTO; after 90-Day Probationary Period
- 100% employee health insurance premiums
- 3% 401K pay in
- Paid Holidays

### The Company:

Over the course of our 20-year history, Vertical Partners West has built a robust infrastructure for the rapid development of battery and charging solutions of any size, scope, and chemistry. We have built a highly vetted and stable supply chain and we pride ourselves in unmatched quality and customer support.



**Job Description:  
Customer Service**

Our team has a uniquely deep commitment to building long-term business relationships based on mutual respect and personal trust. We are driven by shared learning and innovation.