



JOB DESCRIPTION

JOB TITLE: Customer Support/
Technical Assistant

APPROVED DATE: January 2017

REPORTING TO: COO

CLASSIFICATION: Non-Exempt

SUMMARY: The primary responsibilities of Customer Support/Technical Assistant is to implement the most efficient operation of coordinating inventory levels, sales orders and shipping of the company's product line. Provide support to production, warehouse and sales teams to ensure customer requirements and delivery commitments are met. Identify opportunities within processes and procedures to maintain exceptional service levels. Additional responsibilities include provide second line technical support to customers and first line support to outside sales personnel. Accountable for accurate quote and order development.

DUTIES & RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

1. Order Processing/ Customer Service

- Enter all sales orders in company's ERP system (Microsoft Navision)
- Send sales order confirmation
- Schedule shipment dates
- Respond to customer order inquiries
- Establish and maintain positive business relationships with internal and external customers
- Track customer satisfaction using Sales Force tools provided
- Keep database current with customer complaints
- Follow-through with corrective action as required
- Publish monthly report reflecting activity
- Consistent / ongoing improvement in customer communications
- Present professional approach in all forms of communication

2. Logistics/Transportation

- Setup shipments through various carriers
- Determine cost effective loads for container shipments and package product accordingly
- Develop logistics plan for large projects
- Clear communication with project manager and sales team prior to and after large product shipments
- Works with warehouse to ensure needed equipment is available to receive deliveries
- Tracks transportation and on-time shipping performance



- Provide daily / weekly metrics to measure adherence to targeted ship dates
- Secures freight quotes for large shipments
- Utilize various transportation providers to facilitate material movement planning and scheduling while maintaining company cost targets
- Finds most cost effective shipping solutions
- Provides monthly report on shipping costs

3. Production/Inventory

- Run reports to reflect material needed to purchasing/production on a daily basis
- Maintains documentation related to inbound international freight in terms of logistics, Customs, customs brokers, freight forwarders and carriers

4. Technical Product Assistance

- Technical resource for Sales Support for customers and installers, to include providing pricing templates/quotes
- Identifies which products are best suited for projects
- Creates new customer accounts in CRM database
- Assists the technical and commercial sales teams with preparing quotes and technical project proposals (phone/Email)

5. Special project support where required, at the discretion of management

ORGANIZATION RELATIONSHIPS: Works closely with Outside Sales, Key Account Manager, Product Manager, Project Manager, and Engineering.

Knowledge, skills and abilities:

- Excellent documentation, organizational and communication skills
- Microsoft Navision (DNAV) business management software REQUIRED or similar software
- Strong Microsoft Excel skills
- Must work effectively and efficiently
- Able to adapt to changes in a fast paced environment
- Technical background/ aptitude a must (e.g. technical photovoltaic knowledge, technical product support, civil/mechanical engineering)
- Familiarity with CRM software such as Salesforce
- Ability to become an expert with the products technical and practical application
- Strong self-organizational skills
- Ability to interact with customers in a professional manner
- Strong problem solving orientation
- Maintain a positive interactive working relationship
- Ability to multi-task
- Detail oriented



Minimum experience:

- Minimum of 3 years' experience in logistics, inventory control and transportation
- International Transportation experience is highly desired

Minimum educational level:

- BA degree or equivalent work experience and/or related certifications

Physical Requirements:

- Commensurate with office work – typing, phones, etc.

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.