

Title: Customer Sales Representative

Location: Watertown, MA

At Feeney Inc., our formula for success begins with the highest-quality ingredients: our employees and customers. Each one plays a key role in creating our professional, collaborative environment and contributing to our success as the leading supplier of Architectural products for the building industry. We are one of the fastest growing companies with in our field and continue to lead our industry in quality while consistently exceeding expectations by our commitment to being partners of choice with our employees and customers.

Job Purpose: The role of customer service is to ensure customer satisfaction before, during and after a purchase through courteous and supportive assistance in all matters.

Skills

- Must have a highly developed sense of integrity and commitment to customer satisfaction.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Has “thick skin” and is able to handle complaints and unpleasant customers.
- Has a pleasant, patient and friendly attitude.
- Has ability to use positive language and be attentive to customers’ needs.
- Strong acting skills to handle those clients who may not be consolable.
- Ability to handle surprises and unexpected comments or circumstances.
- Strong decision making and analytical abilities.
- Strong detail orientation and communication/listening skills.
- Possess a strong work ethic and team player mentality.

Responsibilities:

- Professionally handle incoming requests from customers and ensure that issues and requests are resolved both promptly and thoroughly.
- Provide quality service and staff support in a variety of areas including, but not limited to; placing basic orders and troubleshooting.
- Provide information regarding ship dates on orders.
- Create new CID’s in NS.
- Process simple orders via phone or e-mail.
- Assist customer’s on how to navigate through our website.
- Provide Cable Rail installation instructions, warranty information and illustrated drawings via e-mail or fax upon request.
- Provide tracking information on orders shipped and orders that will ship.



Customer Sales Representative

2603 Union Street, Oakland, CA 94607 510-893-9473 or 510-893-9484 (fax) email - lcastro@feeneyinc.com

- Refer customers and leads to our authorized dealers using zip codes and our Dealer locator on the web.
- Warranty issues, gather all sales order information regarding the order then refer or provide replacement parts for simple warranty orders.
- Work with shipping and or purchasing regarding inventory shortage issues, sales order may need to be written at zero sell price. Handling RMA's/Call Tags and referrer Freight claim to the appropriate department.
- Scan and save PO/Layout Sign Off/Quote in NS.
- Attend sales meeting twice a month.
- File quotes and sales orders.
- Other tasks as assigned.

Handling Problems:

Customer inquiries often involve some form of complaint that the customer service representative must handle with our guidelines. CSR's will function like gatekeepers, you may not be able to resolve all problems so we need to gather information on the problem before passing it along to someone else to solve. Customer service representatives must make sure first that the complaints made are valid and must do whatever they can-within the bounds of their authority-to make sure the customer is satisfied when he hangs up the phone.

We seek to hire people who add value each day, guide their decisions legally, ethically, and in line with company policy. In return, Feeney Inc. is committed to enhancing our employee's quality of life by delivering a great work environment, competitive pay, professional development, and an industry leading benefits package including training, health, dental, vision and life insurance coverage, 401K and Credit Union (participation optional). Personal Time Off accrues based on years of service.

Applicants must be currently authorized to work in the United States
Only qualified candidates will be contacted.

Feeney, Inc. is an equal opportunity employer