



## CAREER OPPORTUNITY

### CUSTOMER SERVICE REPRESENTATIVE- INDUSTRIAL PARTS

#### **Job Purpose**

The incumbent is responsible for providing excellent customer service to our customers. This position reports to the Senior Sales Coordinator.

#### **Key Duties and Responsibilities**

- Processes orders for the department.
- Coordinates calls and enquiries from customers and provides information on the full range of products.
- Acts as liaison between the sales representatives and customers and performs the billing function.
- Assists in producing reports and statistics.
- Conducts market surveys.
- Develops new business with call-in customers.
- Processes warranty claims within the timeframe stipulated by the supplier.
- Provides daily administrative support to the department.
- Assists with the preparation of tenders, presentations, business proposals and reports.
- Prepares quotations for customers and records information in quotation logs.
- Follows up on matters pertaining to the department's operations.
- Any other duties as outlined by the Manager.

#### **Academic Qualifications, Experience and Soft Skills**

- A minimum of Five (5) CXC O' Level passes inclusive of English Language and Mathematics.
- Proficiency in the Microsoft Suite of products.
- Experience in parts order processing will be considered an asset.
- Excellent organizational skills.
- Team oriented.
- Excellent communication skills, both oral and written.

**All applications are to be submitted no later than July 17th, 2019:**

E-mail: [hr@ftfarfan.com](mailto:hr@ftfarfan.com)

Please specify "Customer Service Representative" in the subject

OR

Human Resource Department

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San Juan