

TENSILITY

Job Description: Customer Service

Date: August 25, 2022

Summary

Tensility designs and sources cable assemblies and components to support customers from conception through production. Our focus is to connect customers to information and products through first class, efficient, customer-centric systems.

The customer service focuses on meeting customer needs on a day to day basis. The position works closely with the sales, engineering, and supply chain roles to ensure all customer requests are met quickly and efficiently—and to ensure no details are missed. The employee in this role is also responsible for the unique requirements of key customers, from data analysis to special requests. This role requires a person who is very detail-oriented in order to make sure all processes come together perfectly and to ensure customer satisfaction.

Tasks include:

1. Customer service
 - a. Assists with orders, generates appropriate paperwork, and follows-up on all processes.
 - b. Communicates with customers regarding delivery dates and shipping notifications.
 - c. Updates ERP system and generates appropriate paperwork for customer requests like drop shipments and shipping information.
 - d. Supports sales in other tasks, such as compiling price lists and part number creation.
 - e. Processes invoices and payables related to customers and product orders. Runs credit cards.
 - f. Answers phones as needed.
 - g. Works closely with sales as a support and backup to manage accounts.
2. Key customer management
 - a. Customer service activities listed above.
 - b. Manages inventory levels & forecasting.
 - c. Data analysis of customer ordering.
 - d. Other special tasks related to key customer management.
3. Service Calls
 - a. Interfaces with customers to understand and resolve issues related to RMAs.
 - b. Manages vendors, engineering, and accounting tasks to ensure all processes and tasks are assigned and completed for timely processing of RMAs.
 - c. Manages tasks and processes for non-RMA service calls.
4. Other
 - a. Assists purchasing and logistics to ensure seamlessness from supply chain to customer.
 - b. Keeps all tasks and information current within ERP.
 - c. Other talents unique to individual may be utilized and added to job description.

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- d. Employee may at time be asked to participate in other activities and functions that contribute to the company as a whole

Knowledge and Skills Requirements

- Bachelor's degree.
- Detail-oriented.
- Advanced reading, writing, and arithmetic skills required.
- Able to work in a team atmosphere as well as do independent work.
- Ability to work in an entrepreneurial and changing environment.
- Desire to learn and push personal limitations.

Working Conditions

Working conditions are normal for a professional office environment.