

## **Customer Service Job Description:**

### **Job responsibilities:**

Serve our customers by providing product and service information; resolving product and service problems.

### **Job Duties Include but not Limited to:**

- Greet customers warmly and ascertain problem or reason for calling.
- Provide technical and general product support to our customers over the phones and online via email/social media
- Maintains detailed customer records by updating account information and creating new accounts for customers who are calling for the first time.
- Processing part orders and credit card information
- Packaging and mailing out small part orders (Nothing over 5 pounds).
- General office work to assist other departments as needed

### **Skills:**

- Patient, problem solver who has great communication skills
- Warm friendly attitude
- Good listener who is skilled at resolving conflict
- Technical oriented
- Individual worker who is able to complete tasks without constant supervision
- Basic computer skills with some knowledge of Microsoft Office (Word, Excel and Outlook)

**Glentronics, Inc**

645 Heathrow Dr, Lincolnshire IL 60069

## **Service Department Job Description:**

### **Company:**

Midsized manufacturing firm based in Lincolnshire, Illinois is looking for an individual to join our service department.

### **Job responsibilities:**

Serve our customers by diagnosing and correcting problem components; providing product and service information and resolving product problems.

### **Job Duties Include but not Limited to:**

- Perform function tests on control units to diagnose problem components
- Inspect, test, and replace problem components and reassemble control units
- Greet customers warmly and ascertain problem or reason for calling.
- Provide technical and general product support to our customers over the phones and online via email/social media
- Maintains detailed customer records by updating account information and creating new accounts for customers who are calling for the first time.
- Processing part orders and credit card information
- Packaging and mailing out small part orders (Nothing over 5 pounds).
- General office work to assist other departments as needed

### **Skills:**

- Ability to solder and de-solder through-hole components. Previous experience with printed circuit boards (PCB) and assembly a plus.
- Patient, problem solver who has great communication skills
- Warm friendly attitude
- Good listener who is skilled at resolving conflict
- Technical oriented
- Individual worker who is able to complete tasks without constant supervision
- Basic computer skills with some knowledge of Microsoft Office (Word, Excel and Outlook)

**Glentronics, Inc**

645 Heathrow Dr, Lincolnshire IL 60069