

# Orenco Systems, Inc.

## Job Description

**Job Title:** Customer Service Rep      **Job Code:** CUSSR1  
**Salary Grade:**  
**Department:** Customer Service      **FLSA Status:** Non-exempt

### GENERAL POSITION SUMMARY:

This is an entry level position that exists to support Orenco's customers; develop and prepare literature requests; utilize technical knowledge and training to assist customers in determining individualized needs and recommending products appropriately; advise customers regarding equipment installation and usage. Provide quality customer service in all internal and external interactions.

### RESPONSIBILITIES:

#### Essential Functions:

- Assists customers in determining needs related to Orenco wastewater handling equipment.
- May assist Technical Sales staff to ensure that customer orders for products, services, and equipment function in congruence to create the most efficient and cost effective system, accurately meeting specific customer needs and Orenco quality requirements.
- May assist the Technical Sales staff to check product orders numbers, condition of sales, shipping and handling instruction, and ensuring that orders are accurate and complete.
- Inputs customer information into Microsoft Customer Relationship Management (CRM).
- Processes literature order requests.
- Corrects billing discrepancies.
- Troubleshoots and assists end users in resolving minor problems involving system installation, repair, and maintenance.
- May assist Technical Sales in regular communication with Orenco manufacturing teams and other related departments to ensure accuracy of standard orders and quality customer service.
- Researches customer requests regarding products and equipment and directs customers to other sources of information if necessary.
- Becomes familiar with Orenco related products and technology by reading professional literature.
- Attends meetings and contributes ideas and opinions, continuously seeking improved methods by focusing on maximum efficiency of the sales process and providing quality customer service.
- Develops and prepares literature for Orenco mailings, reviews mailings before final submittal to mailroom staff.
- Regular attendance in an essential function of this job.
- May perform other duties as assigned.

### EDUCATION:

High school diploma is required.

A 2-year degree in a technical course of study, experience in a customer service/sales related position, and/or completion of college level coursework in biological sciences and math is a plus.

**KNOWLEDGE/SKILLS/EXPERIENCE:**

- Previous customer service or sales experience a plus.
- Ability to learn Department of Environmental Quality (DEQ) rules and regulations.
- Ability to communicate in a professional, courteous, customer service oriented manner.
- Exceptional verbal and written communication skills are required.
- Ability to successfully interact with individuals from diverse backgrounds and extreme variations in educational levels.
- Ability to learn the Orenco order entry system is required.
- Above average mathematics and algebra skills are required. College level algebra skills are preferred.
- Excellent organizational skills are required.
- Ability to be flexible and change priorities with little notice.
- Basic computer skills to include basic keyboarding, familiarity with word-processing, spreadsheets, and e-mail.

**TOOLS AND EQUIPMENT:**

Calculator

Computer

Multi-Line Phone with Intercom

Printer, Copier, Scanner, Fax Machines-Multifunction or stand alone

**WORKING CONDITIONS:**

Office environment

**PHYSICAL REQUIREMENTS:**

Speaking, hearing, seeing, prolonged periods of viewing a computer screen, reading, writing, keyboarding, sitting, standing, walking, bending and light lifting.

Last revised: 12/19/2017