



Position Title: Customer Service Representative	Immediate Supervisor Title: Customer Service Manager
Department: Customer Service	Location: New Kensington, PA
FLSA Status: Non-Exempt	Grade:

Bacharach announced the acquisition of Parasense on May 19, 2017 and Neutronics on July 9, 2018 making Bacharach a global leader in design, manufacture and service of HVAC-R instrumentation, from refrigerant and energy monitoring instruments and data analytics to combustion and emissions analyzers. Bacharach products make heating, ventilation, air-conditioning and refrigeration (HVAC-R) industries safer, cleaner, and more energy efficient. Operating since 1909, Bacharach leads through Pioneering Solutions for combustion analysis and refrigerant gas leak detection and monitoring

Brief Summary of Position Purpose:

Communicates with customers to provide information in response to inquiries about products, orders, instrument repairs, returns and related issues. Proactively reaches out to support sales initiatives and achieve superior customer satisfaction ratings.

Essential Functions:

- Communicates with customers by phone or email.
- Processes orders for new products or instrument repair received by phone, email or fax.
- Inquires about the customer’s intended use of an instrument and answers general questions about product application.
- Contacts customers through phone or email in support of sales initiatives and to drive industry leading customer satisfaction performance.
- Quotes price and delivery date to customer, informs of anticipated delays, and provides additional information needed by the customer to ensure customer expectations are exceeded.
- Computes price, discount, and shipping charges as required.
- Enters order data into computer system as required in a timely manner.
- Works closely with other departments to secure answers to customers’ questions.
- Solicits orders of new or additional products or services.
- Receives, checks, and supports resolution of customer complaints.
- May confer with Production, Shipping, or other departments to expedite or resolve issues.
- Follows up on orders to ensure delivery by specified dates.
- Communicates with team regarding issues and opportunities for continuous improvement.
- Makes outbound calls to customers to further promote products and promotional opportunities and communicates accordingly with field sales team to help grow sales and drive customer satisfaction.



- Other duties as assigned.

Education/Training/Certifications:

- One year certificate from college or technical school or twelve months related experience and/or training, or equivalent combination of education and experience.

Experience:

- A minimum of twelve months of related Customer Service experience.

Required Skill Sets: (e.g., computer skills, communications, math, etc.)

- Effective interpersonal and communication skills, both verbal and written
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.
- Competency with Microsoft Office tools including Outlook, Word, Excel and PowerPoint
- Ability to read, write and comprehend simple instructions, short correspondence and memos.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Problem solving experience with ability to make sound decisions.
- Ability to prioritize multiple tasks and meet required timelines.
- Ability to handle demanding workflow in a fast-paced work environment.
- Team player and problem solving skills a must.

Physical Demands: (e.g., lifting, travel, etc.)

- Position requires concentration, accuracy, and focused mental effort
- Works in normal office environment
- Regularly required to sit; occasionally walk, stand, reach and bend; talk, hear and see; use hands and fingers, handle or feel objects; lift, push and pull less than five (5) pounds; occasionally lift, carry, push, or pull up to 20 pounds
- May have occasional exposure to a manufacturing plant floor in a clean and relatively low noise environment.

Pursuant to the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this job. AA/EEO/M/F/D/V