

Position Summary
Customer Service Associate

Function: Sales/Distribution
Band: O

Position Summary:

The Customer Service Associate is responsible for all required service and warranty calls for their designated builder accounts. The position handles incoming calls from superintendents, orders necessary replacement product, sets up service in a timely manner, and facilitates communication on estimated completion dates.

Overall Accountabilities:

- Handle incoming calls and schedule service based on needs of builder accounts
- Order product and setup service using JCOF's, Builder Trend,
- Contribute to the overall success of the installation service department by being a team player
- Build relationships with customers and make field visits as necessary
- Overall satisfaction of the builders is the ultimate goal
- (Other duties, incidental or regular, may be assigned at management's discretion)

Daily Responsibilities

- Receive install checklists from Accountant from previous days work. Review items on checklist and order any critical path items immediately. Forward issues with the quality of install checklists to installation management.
- Receive quality walk form from FSR and record date received into system. Make copy of quality walk and provide to installation management. Forward issues with quality or timeliness of quality walks to installation management.
- Marry install checklist with quality walk and generate ticket in system for any items needed to complete Install. Prepare material list for order and place orders for any parts needed.
 - If job is 100% complete, log note in system that says, "QW and Install checklist 100% Complete"
- Communicate timeframe for completing initial install to Builder's Superintendent. Schedule service in advance by taking ETA +2 days – manage exceptions and errors on an as needed basis.
- Receiving incoming service and warranty phone calls from Builder's Superintendents. Schedule services accordingly.
- Determine dollar amounts for billable services via Quote Order Request Form from NCS.
- Pass along any notice of Backcharge from customer to Service Supervisor. Be proactive with communication to installers, service techs, and superintendents
- Maintain the Warranty tracker. Share with customers / Sales as needed.

Required Knowledge, Skills and Experience

- Ability to effectively communicate with builders to determine & solve problems related to the installation of kitchen & bath cabinets
- Ability to understand kitchen layouts and interpret design issues related to final installation.
- Experience using computer programs including Excel and Microsoft Word
- Experience working in a fast-paced team environment and handle multiple priorities
- Ability to define problems, collect data, establish facts. and draw conclusions
- Willingness to spend 80% of time at a desk, as well as pulling small parts in the warehouse, and occasional travel to job sites.
- Ability to handle stressful situations while remaining calm
- Ability to calculate figures and amounts such as prices, discounts, and service pay based on established rates
- Willingness and ability to perform cross-functional duties of the administrative associate position
- Ability to follow existing guidelines on determining responsibility for service problems