



**Gunton Corporation
Job Description**

CUSTOMER SERVICE REPRESENTATIVE

JOB SUMMARY

Build a knowledge base on Pella product and components, the issues that affect our products operation, and our warranties based upon product brand, vintage and application. Create value on services, through accurate diagnosis and the efficient use of resources to ensure a very satisfied customer.

GENERAL RESPONSIBILITIES

Exhibit the highest standard of personal ethics at all times and adhere to all Gunton Corporation policies.

Develop extensive product knowledge, process, and the ability to navigate the following software: Pella Order Management System, Pella Direct Quoting System, Pella Order Entry Transmission System, Customer Service Module, and the Pella Electronic Reference Library.

Develop and maintain trusting relationships and communication with peers, the management team, and internal and external customers, enhancing the ability to provide outstanding customer service.

Qualify, initiate, and manage service events (*i.e.*, equipment, time, parts, and manpower required to complete a service order on the first trip).

Manage Service Technician schedules to lower drive time and increase service time thus maximizing the average number of service calls (trips) that a technician can complete daily.

Set customer expectations regarding warranty and payment.

Use professional customer service skills to defuse emotional situations and reach resolution.

Through teamwork, meet customer expectations by coordinating service needs to earn a rating of Very Satisfied from the customer. If the results fall short of a Very Satisfied service rating, you must be in the position to identify areas of opportunity.

Assist/support other team members when workload is uneven.

Perform additional responsibilities assigned by your manager.

REPORTING RELATIONSHIP

Reports to Manager of Customer Support and Services.



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MANDATORY SUCCESS FACTORS

Customer Service Skills

Organizational Skills

Team-Focused

Process-Oriented

Computer Literate

Technical Aptitude

Problem Solving Skills

Emotional Stability

PERFERRED SUCCESS FACTORS

College degree or work equivalency

Customer service experience

Construction Experience

QUANTIFIABLE METRICS (Monthly, Quarterly, and Annual Reviews)

First Time Completion Rate Goal as set by manager.

40 Hours of Training (Classroom, Field Shadow Training, and Online)

QUALITATIVE METRICS (Mid-Year and Annual Reviews)

Documented customer feedback
(Sources: Pella Service System Survey, Customer Letter, Recorded Verifiable Message/Call)

Rounded Feedback from peers, manager, direct reports, installed department team members,
and internal customers

Distributors and Installers of
Quality Building Products



Corporate Offices
26150 Richmond Road
Bedford Hts., OH 44146
Phone: 216/831-2420

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Note:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed.

Employee Acknowledgment:

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me, which may be changed from time to time at the discretion of management. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason and the company has the same right.

Employee's Name

Employee's Signature

Date