



Job Title:	Customer Support Specialist	Exemption Status:	Non-Exempt/Hourly
Department:	Distribution	Position Level:	Staff
Reports To:	Customer Support Manager	Travel Required:	None – 0%
Position Status:	Full-Time	Location of Job:	Windsor

Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

Job Summary

This position is responsible for handling inbound calls from customers, providing assistance with placing orders, compiling quotes and facilitating the delivery of products to customers. Once trained, Customer Support Specialists are expected to maintain a working knowledge of products in order to provide excellent service with accuracy and timeliness.

Key Departmental Responsibilities

- Communicates with customers via phone and email. Processes orders and requests for returns. Provides quotes as needed.
- Effectively handles customer interactions. Identifies/resolves customer complaints/problems. Analyzes/rectifies customer concerns using established procedures.
- Works with various vendors in obtaining parts, checking status of orders, obtaining pricing, special quotes and availability of parts.
- Assist in inventory control. Solve discrepancies between customer service and warehouse.
- Operate in conformance with the requirements of the Diesel Forward quality management system.
- Assist other employees both in and out of the department.
- Perform other related duties and assignments as required.
- Provide feedback on system needs/changes.

Performance Factors

All Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.
3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.

4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

Skills & Qualifications

Excellent verbal and written communication skills required. Experience in customer service/sales is preferred. Knowledge of automotive or heavy duty parts preferred. Proficient in data entry, computer skills (Microsoft Office products), organization and multi-tasking.

Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	7/19/02	--	Authored for ISO 9001:2000 compliance.
B	8/15/02	--	Revised requirements, equip. used
C	4/21/04	--	Amend to consolidate electrical and diesel into one description.
D	8/19/05	--	Revise Education and Equipment/machinery used.
E	8/1/08	--	Revise Primary Duties.
F	8/19/11	--	
G	8/8/12	--	Revised company name
H	3/7/14	--	Revised reporting relationship and responsibilities.
I	7/2/15	--	Updated format and responsibilities.
J	4/30/18	--	Updated Skills & Qualifications.