



Job Description

Job Title	<i>Customer Relations Specialist</i>
Classification	<i>Non-exempt</i>
Reports to	<i>Service & Parts Manager</i>

Description

The Customer Relations Specialist reports to the Service & Parts Manager and will be in Lakewood Ranch, FL, to support all aspects of our field service, spare parts, equipment build, and training activities.

Once core responsibilities are mastered, the role allows growth opportunities. These opportunities could include managing RAS projects, supporting tradeshow, and assisting the sales and marketing teams in scheduling, content, and presentations.

Core responsibilities:

- Provide a central point of communication for our customers when they require assistance with the machine parts, remote or onsite service, or training.
- Track and process spare parts orders. Activities include consolidation of parts, completion of transactions in computer software, packaging of product, and creation of shipping documentation to ensure on-time delivery to the customer.
- Perform CRM administrative work such as data management, list uploading, list cleansing, dashboard creation, and reports, as needed.
- Provide timely, concise answers to our customers based on technical knowledge and documentation available or funnel it to the appropriate team members for the information required for a response.
- Provide quotations to our customers that are costed to meet or exceed the RND margins and follow up with the customer as necessary.
- Upsell remote and onsite services for the customer to expand their view of us as the complete solutions provider.
- Request and track information, samples, budgets, project timing, etc., from customers to enable the creation of quotes.
- Follow up on sales leads as directed.
- Coordinate offsite customer installation activities and Site Acceptance Tests (SAT) to ensure the same quality and timeliness with which our equipment is built.
- Ensure supporting comprehensive documentation has been created for our records post installation.

Role Development Opportunities:

- Handle specific projects as assigned.
- Local/customer or trade show travel.
- Assist the sales and marketing teams with the creation of routine emails, scheduling, and other administrative activities as needed.
- Assist with the preparation of sales and marketing presentations.
- Support trade shows, via planning, machine delivery logistics, booth, and booth coverage, as well as any additional tasks to ensure a successful showing for RND.

Competencies (knowledge, skills & abilities)

- Proficient in using Microsoft Excel, Word, and PowerPoint Required.
- Attention to detail and superior organization is a must.
- Proactive and able to work both collaboratively and independently.
- Professional verbal and written communication skills.
- Ability to meet project deadlines and exceed key performance indicators.
- Flexible attitude, ability to perform under pressure, comfortable in fast-paced high growth start-up environment.
- Excellent time management skills.
- A commitment to quality and a thorough approach to the work.
- Ability to work evenings and weekends as needed to support trade shows.

Direct Reports

None

Required education and experience.

- Undergraduate degree preferred.
- Minimum two years' experience in a technology company administrative role.
- Experience with HubSpot or other CRM software programs preferred.
- The ability to read and comprehend component and assembly technical drawings is a plus.