



CUSTOMER SERVICE REP.

As a **CSR** at Apex Tents you will be reporting to the Sales manager and focusing primarily on sales and outstanding client interaction. This will be achieved by assisting new clients by understanding their needs and providing suitable solutions, building and maintaining both new and existing client relations, and managing quotes and follow ups in a timely manner.

SKILLS & ATTRIBUTES REQUIRED

- General administrative experience in a busy office environment.
- Demonstrated computer literacy, including Microsoft Office and internet use.
- Excellent phone skills and commitment to a high standard of customer service.
- Attention to detail in all areas of work ensuring both accuracy and efficiency.
- Ability to take direction and work both as part of a team and unsupervised.
- Responsible attitude, committed and a willingness to learn.
- Energetic self motivated professional.

GENERAL EXPECTATIONS OF PERFORMANCE

- Professional, respectful conduct towards work, team members and clients.
- Consistently display a positive “can do” attitude, helping out where necessary.
- Represent Apex vision, mission and values at all times as a role model and ambassador to team members, clients and suppliers. Consistently present the image required of the whole Apex Team.
- Assist in the creation of an environment of open communication and respect between all team members.
- Timely response to all communication.

TASKS SPECIFIC TO CSR

Sales

- Daily – handling inbound calls; discovery process with client to identify needs; providing good workable solutions; quoting and closing the sale in a timely manner.
- Relationship building with existing accounts through regular contact (phone calls, client visits, and correspondence).
- Recording and identifying reasons for loss of sales and alerting SM to areas of our process requiring attention or change.



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- Assisting SM in identifying and pursuing new business leads and possibilities.
- Assisting SM with marketing efforts and ideas including SEM and Social Media.
- Attending networking / industry events to promote brand recognition within the industry and to build industry contacts (1-2 evenings per month).
- Attend sales meeting and raise any issues, concerns, ideas for improvement.
- Full cycle Sales Responsibilities include ensuring accuracy of orders for client and event details, quotes, confirmations, required changes and updates, after sales follow-up and collection of payments.
- Responsible for ensuring client payment on own client accounts and follow-up of A/R as necessary.

General office

- Ensure system is backed up, tapes changed out and recorded.
- Phone voicemail system checked both am and pm and relevant messages posted on message board.
- Incoming faxes / mail checked and distributed accordingly.
- Manage all filing and update any files containing pertinent information such as price lists etc.
- Ordering office supplies and ensuring any deficient equipment is fixed immediately.
- Answering phones, and assisting clients with their requirements.
- Manage confirmation of orders by applying and charging payments.
- Charge credit cards and ensure batch closing is completed at end of day.
- Mail invoices accordingly.
- Checking AR regularly and alerting accounting of any issues.
- Other duties as requested by BM or Accounting Dept.