

Job Description		Procedure No.	xxx.JD.xxx
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Customer Experience Specialist

DEPARTMENT: Sales

LOCATION: Aeration – Chaska, MN

ACCOUNTABLE TO: Customer Experience Manager; Business Unit General Manager or President

JOB SUMMARY

The Customer Experience Specialist provides potential and existing customers with exceptional service. They identify customer needs, respond to customer inquiries, and collaborate with internal departments to optimize customer experience and brand awareness. Critical to the success of this role is the ability to build trust, operate with high responsiveness, and understand and work through technical/mechanical issues with customers. Must be able to work effectively and productively in a cross-functional team environment. The Customer Experience Specialist will be expected to effectively build relationships with clients and win the “customer for life”. This is an outward facing position and customer interaction is expected. Customer responsiveness and customer satisfaction will be the key measures of success for this role.

RESPONSIBILITIES/DAILY TASKS

- Manage and maintain critical relationships with customers.
- Consult with customers and gather technical information to identify and support the resolution of warranty issues, and, post-warranty, parts sales.
- Demonstrate proficiency in discussing technical aspects of how products work with clients, partners, and others.
- Present accurate customer quotes for parts and support, and actively present our company and products to current customers.
- Accurately record customer interactions in the CRM
- Pro-actively reach-out to customers and partners to ensure satisfaction, promote products, capabilities, and services, and seek out sales opportunities.
- Support incoming customer inquiries, qualify leads, and perform initial discovery in support of Sales
- Actively work with Engineering to create solutions in support of clients who are experiencing technical difficulties.
- Responsible for performing duties in a safe manner and promoting safety to others in accordance with Newterra’s safety policies and procedures. This includes reporting all safety concerns, near-misses and incidents to their Manager.
- Adhere to the company processes as detailed in Newterra’s Business Management System (BMS) and bring forward ideas for continuous improvement.
- Responsible for completing all assigned training applicable to your position in the applicable timeframe.
- Complete all responsibilities while ensuring adherence to Newterra’s Delegation of Authority.

QUALIFICATIONS

- Self-starter with solid customer service and technical understanding skills
- Preferred experience in CRM or similar data management systems
- Accustomed to working in teams and creating a fun team-selling environment.
- Strongly oriented around creating a positive customer experience
- Effective communicator with ability to listen, learn, discern and act.
- Ability to remain effective with multiple tasks and priorities.

NOTE 1: This is a CONTROLLED Document as are all quality system files on the server. Any documents appearing in paper form are not controlled and should be checked against the Business Management System located on the server for the latest revision.

Printed copies are for reference only.

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PHYSICAL REQUIREMENTS

- Periods of time sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of duties, responsibilities, or activities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

If you're interested in applying, please submit your resume to careers@newterra.com including the position title in the subject line.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status. If you require accommodation due to a disability at any time during the recruitment and/or assessment process, please contact Human Resources and we will make all reasonable efforts to accommodate your request.

We sincerely thank all applicants for their interest but will only contact those under consideration.