

## JOB DESCRIPTION

**Job Title:** Customer Experience Specialist

**Department:** Lifecycle Solutions

**Reports To:** Customer Service Manager

**FLSA Status:** Non-Exempt

**Date Issued:** April 2022

### SUMMARY:

Provides potential and existing customers with exceptional service by identifying customer needs, respond to customer inquiries, and collaborate with internal departments to optimize customer experience and brand awareness. Role requires ability to build trust, operate with high responsiveness, and understand and work through technical/mechanical issues with customers. Expected to work effectively and productively in a cross-functional team environment to effectively build relationships with clients and win the “customer for life”.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Maintain a positive, empathetic, and professional attitude toward customers.
2. Manage and maintain critical relationships with customers, channel partners, and potential customers.
3. Consult with customers and gather technical information to identify and support the resolution of warranty issues, and, post-warranty parts sales.
4. Demonstrate proficiency in discussing technical aspects of how products work with clients, partners, and others.
5. Present accurate customer quotes for parts, services, and support, and actively present our company and products to current customers. Assembles supporting documents, costs, and pricing for review. For complex aftermarket opportunities, responsibilities include:
  - a. Reviews customer specifications to see if requirements can be met
  - b. Works with Design Engineering team to ensure feasibility and applications engineering as required for additional support
  - c. Estimates costs using either historical costing data, vendor sourcing data, or a combination of both.
6. Accurately record customer interactions in the CRM.
7. Processes customer orders in accordance with established procedures.
8. Provides technical detail and order status as requested.
9. Pro-actively reach-out to customers and partners to ensure satisfaction, promote products, capabilities, and services, and seek out sales opportunities.
10. Support incoming customer inquiries, qualify leads, and perform initial discovery in support of Sales.
11. Actively work with Engineering, Operations, and/or Technical Services to create solutions in support of clients who are experiencing technical difficulties.

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*The information listed above is not comprehensive of all duties/responsibilities performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.*

#### **OTHER DUTIES AND RESPONSIBILITIES:**

- 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.
- Complete all responsibilities while ensuring adherence to Newterra's Delegation of Authority.

#### **MINIMUM QUALIFICATIONS:**

- High school graduate or equivalent.
- Associate degree preferred.
- Mechanical background preferred but not required.
- Minimum 1 year of experience in customer service, sales, or related industry.
- Preferred experience in CRM or similar data management systems.
- Competent in Microsoft Office to include Word, Excel, PowerPoint, and Outlook.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Self-starter with solid customer service and technical understanding skills.
- Accustomed to working in teams and creating a fun team-selling environment.
- Ability to work collaboratively with others to achieve a common goal.
- 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.
- Self-motivated with a positive attitude.
- Ability to work independently.
- Good written and oral communication skills.
- Excellent problem-solving skills.

#### **PHYSICAL DEMANDS:**

Prolonged periods sitting at a desk and working on a computer. Complex thinking and analysis required. Must be able to lift up to 15 pounds at times.

#### **WORK ENVIRONMENT**

Generally, works in an office environment. However, may be required to visit production sites and exposed to outdoor elements. The noise level in the work environment is usually moderate.

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