



CUSTOMER SERVICE REPRESENTATIVE

Bobcat of N. Virginia, a division of Winchester Equipment Co., selling, renting and servicing top-of-the-line construction equipment, has an immediate full-time opening for a **Customer Service Representative (CSR)**.

Click on link to jump to job description:

Excellent Benefit Package:

Competitive Salary, Health & Dental Benefits, Life Insurance, Paid Leave/Paid Holidays, 401(k)/Profit Sharing Plan, Short-Term & Long-Term Disability.

JOIN OUR TEAM!

Please complete an online application with resume to the Human Resources Dept. at:

<https://form.jotform.com/40554863102146>



OF N. VIRGINIA

Bristow, VA 20136

EOE

Tobacco-Free Workplace

General Statement of Job:

This position is charged with the responsibility of aggressively marketing the dealerships total parts and service capabilities. Develop sales leads, market our rental dept., additionally develop, initiate and coordinate follow-up programs for all major customer purchases. Maintain profiles of all customers and potential customers for assigned territories.

Essential Functions:

(This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by this position. It does not imply that this position will perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.)

1. Serve as the lead point of contact for all customer account management matters. Capitalize on developing Customers For Life.
2. Improve efficiencies within the framework of the customer's relationship with the company. Build and maintain customer relationships.
3. Maximize aftermarket business with accounts.
4. Serve as the business relationship manager and develop new business with existing clients and/or identify areas of opportunity to create business with non-existing customers.
5. Ensure the timely and successful delivery of our products and services according to customer needs and objectives.
6. Use Badger and call sheets to track customer interactions.
7. Properly follow company and OSHA safety procedures.

Qualifications:

1. A valid state driver's license with no active violations within the previous three years
2. 1-2 years of mechanical, vocational or industry experience. Equivalent combination of training, education and experience
3. Excellent customer service skills
4. Computer Skills
5. Strong organizational and time management skills
6. Excellent interpersonal skills to work with all levels of personnel and customer
7. Basic knowledge of equipment operations

8. Fluent speaking and writing English, bilingual helpful
9. Team player

Physical Work Activities and Exposure:

1. Work is regularly performed in outside weather conditions, including rain and extreme heat, near moving mechanical parts
2. Exposure to wet and/or humid conditions, vibration, dust and asphalt
3. Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 75 pounds
4. The noise level can be loud; hearing protection required

Non-Essential Functions:

1. Perform other duties as assigned.