



**Position: Customer Service Representative**

**Date: September 20, 2020 Revised**

**Location: Sauk Rapids, MN**

**Exemption Status: Non- Exempt**

**Division/Department: Pinnacle Customer Care Center**

**Hours: 8am-5pm, Monday-Friday**

**Position Summary:**

Provide in-bound call center support to customers and dealer with parts and product orders, product troubleshooting and customer inquiries for Pinnacle's heating and cooling brands. Representatives enter product orders, warranty orders, process invoices and complete daily mail procedures. Maintain the highest level of quality service to Customers and Dealers. Meet all service targets and follow all established procedures.

**Primary Responsibilities**

**CSR I**

- Process orders from customers and dealers by fax, phone or e-mail and pass onto data entry to enter into the order entry system. Answer any order related questions to ensure the order is processed in a timely fashion.
- Research and resolve customer service questions, inquiries, requests and problems in an accurate, timely and empathetic manner during telephone conversations.
- Promote interest in Pinnacle's products and services by explaining products that will meet the customers' needs.
- Address and answer customer and dealer technical concerns involving wiring, installation, applications and other technically challenging issues.
- Stay informed about changes in policy, procedures and services in order to provide accurate information to customers.
- Handles all calls in a professional manner when providing assistance to customers and always portray and project a positive and professional image of Pinnacle Climate Technologies.
- Trouble shoot field operations issues and involve necessary representative that can assist with issue resolution.
- Keep record of customer and dealer interactions, transactions, details of inquiries, comments, complaints, issues and resolution.
- Provide pricing and delivery information to customers and dealers when necessary and requested.
- Efficiently and effectively assist sales, engineering, and dealer networks to provide technical and troubleshooting assistance for heating and cooling products.
- Answer and assist with product information and quotes.
- Resolve concerns on sales orders or invoice revisions.
- Ensures daily completion of US and International sales orders, invoices, returns and transfer orders, meeting all service targets and following established procedures. Orders, invoices, returns and transfer requests are received by phone, email, fax, or vendor portals.

- Process all EDI (electronic data change) orders ensuring meeting customer's requirements are met. For all EDI orders, pricing, shipment method, and estimated delivery date will need to be determined prior to being released for shipment.
- Assist in the distribution of incoming and outgoing postal mail daily.
- Contribute to the ongoing development and improvement of Customer Care Center. Participate in team meetings; provide input to meet team objectives and share ideas and information.
- Other duties as assigned.

### **Reporting Relationship**

- Reports to Customer Care Manager
- Works with Engineering, Operations, Sales, Marketing and other functions

### **Qualifications and Skills**

- 1-2 years customer service experience/order entry environment
- Ability to multitask
- Strong verbal and written communication skills
- Attention to detail and accuracy
- Function in a team environment
- Strong customer service and phone skills
- Electrical and Mechanical aptitude preferred
- Proficient with Microsoft Office and CRM applications
- Problem solver
- Ability to write and edit correspondence including email messages, letters, marketing and technical materials

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; and use hands to handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion the incumbent may be required to stoop, bend or reach above the shoulders.

### **About Us**

Pinnacle Climate Technologies (PCT) invents, develops and manufactures heating and ventilation solutions through commercial, industrial, agricultural, DIY and other retail channels throughout the world. With manufacturing in North America and Asia, PCT serves a diverse customer base in over 25 countries, on every continent. With brands that include Master®, Schaefer®, Remington®, ProTemp®, Americ®, and STANLEY®, PCT is positioned as the global leader in industrial/construction heat, and portable ventilation products. For more information visit [www.pinnacleclimate.com](http://www.pinnacleclimate.com)



### **Why Join Us**

Our brands, both young and mature, now have 65 years of experience to draw upon as they optimize manufacturing efficiency, perfect distribution, and lead the industry. And with that, we're now able to innovate faster and more effectively deliver the highest-quality products to the marketplace. As a result, Pinnacle Climate Technologies is home to brands that are recognized worldwide for reliability, durability, and innovation. At Pinnacle—We make it possible.

*All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability, veteran status, national origin or other legally protected classifications.*

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**MAILING ADDRESS:** PO Box 460 • 1660 13<sup>TH</sup> Ave. NE, Sauk Rapids, MN 56379 **SALES OFFICE:** 6608 Flying Cloud Drive, Eden Prairie, MN 55344  
1.320.251.8696 • 1.800.779.3267 • Fax: 320.251.2922

[www.pinnacleclimate.com](http://www.pinnacleclimate.com)