

Altex Inc.

Job Description and Qualifications

Job Title: Customer Service Representative

Department: Sales

Reports to: Vice President of Business Development

Qualifications:

- 4-year college degree or 2 years of related customer service experience.
- Strong written and verbal communication skills.
- Knowledge of Microsoft Office 365
 - Previous experience with Microsoft Dynamics NAV a definite plus

Description: Primary function is to interface with the Altex customer base to support duties listed below. The ability to problem-solve and work in a collaborative environment, internally and externally, is essential.

Essential Duties:

- Customer order processing
- Customer change requests
- Customer MRP review
- RFQ (Request for Quotation) processing
- Responsible for monitoring the customer's on-time delivery performance
- Coordinating technical support (internal and external)
- Supporting customer sample requests
- Attend appropriate training based on required skillsets
- Ability to make business decisions based on the corporate goals/objectives.

Training Requirements:

- Microsoft Dynamics NAV/Business Central
- Microsoft Office 365
- Altex internal costing template (ABOM)

By: R. Bromm

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