



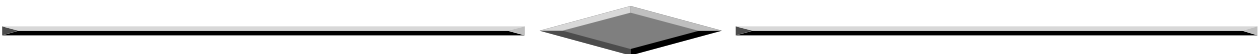
# JOB DESCRIPTION

2075 – 16<sup>th</sup> Ave. E., Owen Sound, ON, N4K 5N3

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

PH: (519) 371-7710 or FAX: (519) 371-0813

**Job Function:** Reception and Customer Service  
**Job Title:** Customer Service  
**Date Prepared:** November 21, 2017



## DEPARTMENT

- Customer Service

## SUPERVISOR

- Dave Taylor

## REQUIREMENTS

- Must be self-motivated with a drive to remain productive and improve upon procedures and efficiencies.
- Must be a team player and eager to learn from Supervisor and coworkers.
- Must have a friendly and professional personality and an advanced level of oral communication required for customer contact.
- Must be extremely detail oriented. This position relies heavily on this skill.
- Fluent with Internet searching and use of MS applications, including Outlook, Excel, Word, and Access.
- Must be dedicated to self-study in order to meet the job requirements and to better yourself for future growth.
- Experience with POS machines and transactions.

## DUTIES

### **PRIMARY**

- Keep safety awareness in mind and follow all safety rules for the benefit of yourself and co-workers.
- Answer phone calls, this position requires you (or a backup) to ALWAYS be available to answer incoming calls.
- Greet customers at reception, this position requires you (or a backup) to ALWAYS be available to greet visitors and customers at the door (Reception counter) and help them get to the proper personnel to assist with a service request, retail purchase, retail rental, or installation inquiry.
- Customer activity:
  - Enquire as to how customer found TES, e.g. which radio station, word of mouth, etc.
  - Create or update customer contact information in database.
  - Prepare invoices
  - Remove product in database sold from inventory
  - Accurately taking payment by cash, debit or credit card (POS) and updating database.
  - Complete operation of POS equipment including reconciliation reporting.
- Issue Purchase Orders:
  - Review for errors and review with team
  - Issue PO's by designated method.
  - Update database with this activity.
- Purchase order Activity
  - Accurately observe supplier confirmations against the issued PO for:
    - Product numbers, pricing, quantity, etc.
    - Expected lead times are confirmed.
  - Communicate to the employee purchasing product of:

- Backorders
  - Estimated Delivery Dates – long lead times.
  - Pricing discrepancies
  - On a continued basis following up for accurate lead times and recording
- Receive Purchase Orders:
    - Accurately label product for its correct department and destination.
    - Organize product for efficient stock level counting and control.
  - Defective product
    - Assist in the RMA process with suppliers and internal personnel
  - Report Preparation:
    - Retail meetings
    - OEM Contract meetings
  - Customer Orders
    - Confirming information:
      - Products are on PO's
      - Any product update communicate to sales person information.
      - Once completed, attached CO to the Invoice.
      -
  - Must be proactive in suggesting ideas to streamline or correct procedures and general processes.
  - Management of general office supplies including, stocking, removal, and re-ordering.
  - Assisting with some Accounting tasks as required, e.g. reconciliations.
  - Ensure all delivered packages to TES are signed for and inspected/verified for accuracy and condition.

### **SECONDARY**

- Maintain tidy reception area and showroom, etc.
- Maintain lobby digital signage and create new signage programs for TES news or upcoming events.
- Help generate ideas and plans for business expansion and diversification.
- Assist with manufacturing, e.g. counting, kitting, and cutting for TES manufactured products.

### **GENERAL**

- Must be willing to accept miscellaneous duties as required to help ensure TES efficiency and profitability.
- Help maintain reception and showroom, (cleaning, equipment maintenance, restructuring).
  - Cleaning and general maintenance of retail space and office equipment.
  - Assist in physical restructuring/organizing of office and shop areas.
  - Assist in collection and removal of garbage and recycling.
  - Be courteous to coworkers and customers by maintaining clean and hygienic washrooms after use.

*I have read and agree to all the above requirements: \_\_\_\_\_*