

## POSITION DESCRIPTION

ORGANIZATION	POSITION TITLE	DEPT	DATE
Geiger	Customer Relations Specialist GR 9	Total Care™	11/99 07/15

### **Duties**

Under the direct supervision of the assigned Regional Service/Office Manager, serve as the primary contact for an assigned number of sales partners, and applying continuous improvement tools and concepts.

Create and maintain solid business partner relationships with assigned sales partners. Identify the needs of these partners and their customers. Understand the sales partners' current sales figures and goals, and proactively assist them to meet or exceed these goals. Provide aggressive competitive pricing through research and negotiation, when volume goes beyond special pricing with Star Suppliers or when sales partner requests due to competitive situation. Obtain quotes, and when requested prepare for presentation to client. Order self promotion aids and spec samples for sales partners. Provide sales partners with creative selling ideas, stay current with trends in the industry, and provide timely and innovative solutions to customers' needs. Educate sales partners on matters regarding products and services and assist with questions regarding sales policies. Assist writing non-routine orders when required.

Follow through on orders and issues pertaining to the assigned sales partners, from start to finish. In addition to sales research, assist with order entry during peak times, conduct maintenance on orders and follow up on proofs submitted to factory sales partner and/or customer, correct and revise orders, research and answer commission questions and make adjustments if needed, proof orders for accuracy, coordinate art proofing process and assist with expediting rush orders including negotiating with vendor on expedited shipping terms. Conduct research and resolve problems presented by personnel from other functions.

Develop knowledge of billing and receivable functions in order to ensure that orders are being processed accurately in accordance with special customer needs. Work with personnel in these areas to set up and monitor special procedures required to meet customers' specific needs.

This position will require direct contact with sales partners and their customers. May occasionally travel to work with sales partners to strengthen our relationships with customer. Maintain regular communication with Regional and Divisional Managers for assistance in determining appropriate service guidelines and to discuss special requests or needs as necessary.

Offer assistance for the assigned Region as requested by Total Care management.  
Perform other related duties as assigned.

### **Basic Knowledge**

Duties require knowledge and proficiency in math, writing, and use of computers and specialized product and industry knowledge. Must have very strong written, negotiation and verbal skills.

Position requires the attainment of industry certification at the CAS (Certified Advertising Specialist) level and internal continuous improvement certification at the CIP (Continuous Improvement Practitioner) level within established time frames.

### **Experience**

Work requires a minimum of two years of progressively responsible customer service or sales experience.

### **Independent Action**

Under general supervision of assigned Regional Service Manager, will handle all of the duties related to providing required services to assigned sales partners according to departmental policies and procedures. Requests for service or exceptions to policy beyond position authority are referred to assigned Regional Service Manager. Questions concerning clarification of customer needs or expectations are referred to the Division Manager, Regional Manager or Sales V.P. when the sales partner is unavailable.

### **Supervisory Responsibility**

Provide occasional guidance and support on Geiger Technology to assigned Sales Partners.

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