Job Title:	**Customer Service Representative**	**Department:**	**Sales & Customer Service**
Reports to:	**Customer Service Manager**	**Division:**	**Ithaca, NY**
Hours:	**Full-time – 40 Hrs/week**	**Rev Date:**	**11-06-2026**

Primary Function

Customer Service plays a critical role in delivering exceptional customer experience by serving as a primary point of contact for customers. This position is responsible for a wide range of activities related to quotations, order processing, product support, repairs, returns, and customer communications. The role requires strong verbal and written communication skills, attention to detail, organization, time management, problem-solving, adaptability, and the ability to effectively manage multiple priorities while maintaining positive customer relationships. Success in this position depends on delivering responsive, accurate, and professional support while collaborating across departments to resolve customer needs and support business objectives.

I. Duties and Responsibilities

- Professionally communicate with Customers, and Company Sales Reps in response to product and service inquiries
- Provide customer service and support in a variety of areas including, but not limited to, process quotes, receiving, reviewing and processing orders, refunds, exchanges or returns
- Assist in navigating customers through Transonic web site
- Set up new customer accounts accurately in the ERP system and maintain accurate customer accounts, review regularly and maintain customer records and files.
- Interact with Manufacturing as needed to determine customer lead times.
- Perform other work-related duties as requested, directed or assigned by management
- Respond to customer inquiries by phone and email in a timely, professional, and courteous manner.
- Process customer orders, order modifications, cancellations, returns, repairs, exchanges, credits, warranty claims, and service requests in accordance with company policies.
- Review customer purchase orders for accuracy and ensure all required documentation is complete before processing.
- Listen carefully to customer concerns, gather necessary information, and provide accurate responses regarding products, services, policies, procedures, and account information.
- Coordinate with Sales, Technical Support, Production, Shipping, Receiving, Quality, Accounting, and other departments to resolve customer issues and support business objectives.
- Follow up on outstanding requests, open service cases, backorders, quotations, and customer concerns until resolution is achieved.
- Monitor open issues, provide timely status updates, and escalate urgent, sensitive, or complex matters to management when necessary.
- Manage Return Material Authorizations (RMAs), coordinate and track demo equipment, and support repair and service activities.
- Prepare quotations, service documentation, shipping paperwork, return authorizations, and customer communications. Coordinate with freight forwarders and carriers to arrange domestic freight shipments.
- Maintain accurate customer records, order information, and correspondence while effectively prioritizing workload, resolving customer concerns, and delivering responsive service that meets customer expectations.

- Ensure compliance with company policies, quality requirements, regulatory standards.
- Protect confidential customer information and follow all privacy, security, and data protection procedures.
- Develop and maintain positive working relationships with customers, sales representatives, and internal staff members.
- Remain knowledgeable about company products, services, systems, and procedures to effectively support customer needs.

II. Working Relationships

- Interact with customers and Company sales reps by phone/e-mail
- Interact with Marketing, Finance, Manufacturing, Shipping and CSR co-workers to perform customer support as required
- Work with Customer Service Manager to ensure proper customer service

III. Education and Experience

- High school diploma or equivalent required
- Associates degree in Business or relevant field a plus
- Experience in office environment required
- Experience in Customer Service preferred

IV. Knowledge, Skills and Abilities

- Familiar with office equipment including phones, faxes, copy machines and computers
- Requires basic understanding of Microsoft Word, Excel and Outlook
- Ability to work in a fast-paced office environment and handle multiple tasks
- Good time management skills
- Ability to maintain high level of accuracy and attention to detail
- Ability to adhere to time constraints and deadlines
- Excellent interpersonal skills capable of working with all personalities in a team-oriented environment
- Good listening skills with the ability to communicate clearly and professionally, both verbal and in writing
- Possess a strong work ethic and team player mentality
- Service-oriented with good problem-solving skills

V. Supervisory Responsibilities

- No Direct Reports

VI. Physical Demands

- Must be able to lift up to 25 lbs. and to adhere to safety requirements

- Corrected normal vision and color vision are required
- Sitting, standing, and walking frequently throughout the workday
- Regularly required to talk and hear in person and via phone or headset

VII. Work Environment

- Fast-paced office environment
- Occasional overtime may be required

Disclaimer: This Job Description is not intended to be all-inclusive and may be subject to change to include new responsibilities and tasks or change existing ones as management deems necessary to meet the ongoing needs of the company.