

**GARRETT ELECTRONICS, INC. dba GARRETT METAL DETECTORS**  
**POSITION DESCRIPTION**

<b>DEPT NO.</b> 21	<b>DEPARTMENT:</b> SALES	<b>POSITION TITLE:</b> Customer Service Supervisor <b>FLSA CLASS:</b> EXEMPT
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***POSITION SUMMARY:***

Primary company interface with Consumer Division customer base regarding order processing, product and sales channel information, promotions and end user repairs.

***POSITION COMPETENCIES:***

Competencies associated with each position are a combination of company-wide and department specific standards. Competencies are evaluated initially during each employee's Introductory Period using the Competency Validation Checklist. Thereafter, competencies are assessed on an on-going basis and formally documented using the Annual Performance Evaluation Form.

• ***COMPANY WIDE CORE COMPETENCIES:***

- Environment of Care
- Leadership Initiative
- Customer Service
- Ethics and Code of Conduct
- Employee Health and Safety
- Human Resources
- Performance Improvement
- Information and Management

• ***DEPARTMENT SPECIFIC COMPETENCIES:***

- Leadership
- Performance Improvement
- Ethics
- Education
- Customer Service
- Management of Fiscal Resources
- Information Management

***ORGANIZATIONAL RANKING:***

**Reports To:**

Director of Sales/Marketing

***JOB FUNCTIONS:***

Every effort has been made to make this job description as complete as possible. However, it in no way states or implies that these are the only duties the incumbent will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

***POSITION RESPONSIBILITIES:***

- Require to have good telephone and face to face sales manner to enhance relationships with customers and prospects.
- Assist with domestic Consumer Division customer base regarding placing/ adjusting purchase orders, product line and hunting/detector operation information and sales programs/promotions information.
- Work closely with shipping and accounting departments regarding delivery of orders.
- Work closely with repair department for proper follow-up product problems.
- Develop new customer accounts.
- Required to travel and work trade shows.
- Assist with enforcing and monitoring MAP policy.
- Assist with Trademark and Patent enforcement.
- Work with House accounts.
- Provide training to Dealers and Distributors.
- Provide all required sales reports for Director of Sales/Marketing.
- Let accounting know of any price changes for marketing specials.
- Price changes or new prices need a form to hand to accounting to update computer system.
- Work with Treasure Clubs on hunt donations.
- Work closely with outside sales representatives in providing good customer service.

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- Comply with all safety policies, practices, and procedures. Report all unsafe activities to supervisor and/or Human Resources.
- Participate in proactive team efforts to achieve department and company goals.
- Provide leadership to others through example and sharing of knowledge/skill.
- Perform other duties as assigned.

***MEASURES OF EFFECTIVENESS:***

- As observed by manager and others.
- Review of documentation.
- Service is delivered in a safe, competent, and efficient manner as determined by outcomes, quality monitors, and other internal and external processes.
- Conduct and interpersonal relationships contribute positively to the delivery of quality product and services, and to orderly operation of the department and the facility.
- Skills are maintained and enhanced through participation in planning activities, and attendance at in-service and continuing education programs.

***POSITION REQUIREMENTS/QUALIFICATIONS:***

**Education:** Associate's Degree or equivalent  
**Licensure/certification/registration:**  
**Experience:** 3 to 5 years Customer Service  
**Special Skills & Qualifications:** Must have good interpersonal people skills, customer service, type 40-50 wpm, Computer literate in Microsoft Word, Excel, Access and Outlook, familiar with office equipment, Intermediate Mathematics

***MENTAL AND EMOTIONAL REQUIREMENTS:***

Be able to define problems, collect data, establish facts, and draw valid conclusions. Have the ability to interpret an extensive variety of technical instructions in mathematical or diagram and deal with several abstract and concrete variables. Be able to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. The ability to write routine reports, correspondence and speak effectively before groups of customers or employees of organization and handle multiple tasks simultaneously.

***ENVIRONMENTAL CONDITIONS:***

Work in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation and moderate noise.

***PHYSICAL DEMANDS:***

With light physical activity to perform non-strenuous daily activities of an administrative nature with time variances of each; one must be able to stand 1/3, walk 2/3, sit 2/3, usage of hands over 2/3, having sufficient dexterity to reach with hands/arms 2/3, and to talk/hear over 2/3, and lift up to 10 pounds. Travel and overtime are minimal annually due to tradeshow and State Fair.

***CONTACTS / INTERACTS WITH:***

Employees, Customers, Visitors, Management Staff, Production Staff

***POSITION DESCRIPTION REVIEW/REVISION DATE:***

Date: 27 October 2011

I have reviewed these job requirements and attest that I can perform all essential functions of this position with or without reasonable accommodation.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_