



Job Description – Customer Service Representative

Exacq Technologies, Inc.

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Job Description

The Customer Service Representative works with the Regional Sales Managers to help facilitate and manage the reseller customer base. The Customer Service Representative serves as the primary inside point of contact for Exacq's customers for sales information, order tracking, and channel communication, and performs outbound calling when needed to communicate with the channel.

Responsibilities include

- Primary in-house phone contact for Resellers, Distributors and Manufacturers Reps
- Respond to customer requests and needs
- Provide high-level sales and product information, including assistance in placing orders
- Follow-through on customer requests and issues as necessary and as requested by RSMs
- Work with RSMs to provide follow-up and on-going sales support for key accounts
- Communicate sales and product information to the channel as necessary
- Log relevant calls and activities in SugarCRM
- Facilitate providing sales data to RSMs and Manufacturers Reps
- Facilitate order expediting
- Assist with registration, logistics and communication of marketing and training events as needed
- Outbound calling as necessary to channel and prospects to communicate new product or sales information, or event promotion.

Required Qualifications:

- Bachelors degree preferred
- Strong customer service background, preferably in the electronics or security market
- Technical aptitude, able to learn fundamentals of CCTV surveillance systems, DVRs, and network video technology
- Excellent communication skills
- Proficiency with MS Office and CRM Systems (Salesforce.com or SugarCRM preferred)
- Ability to learn things rapidly
- Self-directed