



PROFILE OF INNOVATION

Work Description

Job: Customer Support Specialist
Reports To: Supervisor
Location:
Email: careers@schluter.com

Primary Responsibilities

The **Customer Support Specialist** will be responsible for:

1. To provide sales and marketing support to our distributors, architects, contractors and other interested parties.
2. Process customer orders and invoices, returns and adjustments, using Enterprise business software. Processing of customer calls and e-mail inquiries with regards to pricing, availability, order status and other related matters. Handle technical questions using company supplied literature.
3. Set up and maintain sound and current records and files in Customer Relationship Management software and other electronic databases.
4. Cultivate a professional relationship with the sales and marketing personnel of our distributors, dealers, and other trade professionals and motivate them to use and display our marketing material.
5. Organize outgoing postal mail.
6. Complete special projects as directed by management.
7. Greet and route incoming visitors. – Canada or Reno
8. Represent Schluter Systems L.P. in a professional, positive and enthusiastic manner in all matters.