



JOB DESCRIPTION

Job Title: Account Support Representative

Department: Sales

JOB PURPOSE

The Account Support Representative is primarily responsible for providing effective customer service for all internal and external Precision Tools Service, Inc. customers. Works within a territory and is able to resolve issues independently with little supervision.

JOB RESPONSIBILITY SUMMARY

- Provides timely and accurate information to incoming customer requests for quotations and product knowledge requests
- Partners with Account Representative(s) to meet and exceed customer service expectation
- Process purchase orders, sale orders, changes and returns
- Request quotes from vendors
- Work closely with other departments to resolve issues with customer orders
- Use PTS systems and vendor sites
- Monitors and reorders inventory
- Perform other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, & ABILITIES

(To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and ability required.)

**Education/
Licensure/
Credentials**

Required: High School Diploma or GED

Preferred: High School Diploma and equivalent work experience or Associates degree in a technical or business discipline

Experience

Required: 1-3 years previous experience in similar setting

Preferred: Work experience should include a minimum of 2 years in a sales or sales support or customer service role.

**Special
Knowledge/
Skills**

Required:

- Excellent customer relations skills
- Excellent oral/written communication skills
- Proficient with MS Office software, Excel
- Strong attention to detail
- Maintains consistent and positive customer image
- Ability to communicate in Japanese/English at the business level, reading, writing and speaking.

PHYSICAL DEMANDS

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. Requires hand-eye coordination, ability to lift up to 20 lbs. and occasionally work in non-climate-controlled conditions.

PHYSICAL REQUIREMENTS/HAZARDOUS WORKING CONDITIONS

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential work functions.)

Physical Demands

- Standing
- Walking
- Sitting
- Lifting
- Carrying
- Pushing/Pulling
- Climbing
- Balancing
- Stooping
- Kneeling
- Reaching
- Handling
- Feeling
- Talking
- Eye/Hand/Foot Coordination
- Vibration
- Typing/Keyboarding

Vision/Sight/Hearing

- Vision-Far Acuity
- Vision-Near Acuity
- Vision-Depth Perception
- Vision-Peripheral
- Color Vision
- Listening/Hearing

Physical Strength

- Sedentary Work
- Light Work
- Medium Work
- Heavy Work
- Lifting up to 10 lbs.
- Lifting up to 25 lbs.
- Lifting up to 50 lbs.
- Lifting over 50 lbs.

Environmental Conditions

- | | |
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| <input type="checkbox"/> Temperature Changes | <input type="checkbox"/> Hazards |
| <input type="checkbox"/> Infectious Disease | <input type="checkbox"/> Wet |
| <input type="checkbox"/> Humid | <input type="checkbox"/> Hazardous Chemicals |
| <input type="checkbox"/> Noise | <input type="checkbox"/> Blood/Body Fluids |

Please forward your resume to:

Stacia Snyder
 Human Resource Assistant
 Precision Tools Service
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The job description is intended to be a tool to describe the primary purpose of the job and the KEY duties and responsibilities. The job description is not to be construed as an exhaustive list of all duties and responsibilities required. Management has the right to add to or change the job responsibilities at any time. All personnel may be required to perform duties outside their normal responsibilities from time to time, as needed.