

Customer Service Representative Job Description

The Customer Service Representative (CSR) is responsible for receiving, reviewing, and processing customer tool orders. CSR are the liaison between DTI production and the customer for communicating the In-Process status of customer orders. Duties include managing the workload of the Tool Expeditors, Service Technicians, Machinists, Welders, QA/QC and NDE personnel to meet requested delivery requirements. Duties will also include communicating with customers any Non-Conformance concerns and reporting those concerns to the Quality Manager. They are required to adhere to all safety and quality policies implemented by Drilling Tools International, Inc. This is a salary exempt position.

Education:

- GED or High School Diploma, Technical background preferred.

Experience:

- 1-5 years previous CSR experience or in-house CSR trainee program preferred.
- Computer experience

Qualifications:

- Technical Aptitude
- Coordination skills working with schedules on multiple projects.
- Ability to communicate on technical issues.
- Strong organizational judgment.
- Ability to successfully work with people in all areas of the organization.
- Certified to drive a forklift and for the Northern Winter District will also need certification to drive a loader
- Computer skills and an Aptitude to expand on computer skills.

Key Responsibilities/Essential Functions of the Position:

- Daily interact with operations and sales staff and confirm resources for operation and production are available.
- Leads employees through the entire rental procedure from tool order, order preparation, order shipment, order return, tool inspection and repair, and accurate and prompt billing paperwork processing for timely billing.
- The ability to communicate with vendors, customers, expeditors, technicians, and the operations manager all needs for product realization.
- The ability to work with and understand the multiple specifications for Rotary Drill Stem Elements.
- The ability to work with and understand all aspects of the API/Q1 Specification for Quality Systems Standard
- The ability to understand and coordinate NDE work under the requirements of nondestructive examination standards.
- The ability to accurately record customer requests and requirements.
- Lead and/or present safety topics and conduct safety meetings.
- Inventory supplies and order as necessary.
- Other duties as assigned.
- Utilizes loader for staging tools and heavy weight equipment.

Supervisory Responsibilities:

Manage Expeditors and Technicians with the overall responsibility for direction, coordination, and evaluation of both. This person carries out supervisory responsibilities in accordance with organization's policies and applicable laws. Responsibilities include training employees, planning, assigning work, directing work, addressing complaints, and resolving problems.

Work Environment:

The employee is occasionally exposed to extreme outside temperatures and Industrial hygiene regulated activities identified as potentially actionable according to OSHA standards. Including Hearing Conservation, Respiratory Protection and HAZCOM programs. Procedures are developed at each facility to minimize all risks and hazards through control measures.

Physical Demand	Description
Sit/Stand	5% of the time is spent sitting 95% of the time is spent standing
Walk	65% of the standing time requires walking around the shop
Use of hands/fingers	85% of the time
Climbing (stairs or ladders) or balance	- Rarely climbs stairs or ladders - Balance is required while working with tools
Stoop, kneel, crouch or crawl	25% occasionally stooping, kneeling, crouching over tools - Rarely crawl
Communicate (Written/Verbal)	- Must able to hear and discern any emergency/facility alarms - Must able to hear warning signals from moving crane and moving vehicles within the warehouse - Must be able to record required information on the required documentation - Must be able to hear and understand or convey instructions or issues with tools and always exchanging instructions on tool priority
Vision	- Must be able to clearly focus on the measurements and stenciling on tools - Must have clear depth perception
Carry weight, lifting	- Occasionally carries up to 50 lbs. - Rarely would be required to lift more than 50 lbs. - Crane available for heavier items
Exposure	- Is occasionally exposed to extreme outside temperatures - Industrial hygiene regulated activities identified as potentially actionable according to OSHA standards.

This job description is a product of Drilling Tools International and is not intended to list all of the requirements of the job. Some unexpected events may cause changes in normal routine and therefore job duties.

Employee Signature: _____

Print Name: _____

Date: _____