Job Title: Part-Time Customer Care Representative

Division: Kentucky Trailer Manufacturing

Location: Louisville, Kentucky

Reports to: Vice President of Sales, Marketing & Business Development

Works closely with: KTM Sales Team, Production Scheduler, Accounting, Customers and Drivers

Description:

The Part-Time Customer Care Representative (CCR) will manage the pick-up and delivery process at KTM when the full-time CCR is away from work.

Requirements:

- College degree preferred but not required
- Positive, “can-do” attitude
- Customer service focused
- Excellent customer service skills
- Able to manage and prioritize multiple concurrent tasks

Responsibilities:

- The part-time CCR will manage and arrange for the delivery of trailers and truck bodies.
- Will schedule pick-ups with drivers and ensure that all paperwork is completed.
- Will ensure that trailers/truck bodies are free of build defects (final QC), properly cleaned, and are made ready (pre-delivery); prior to pick-up
- Will ensure that truck bodies are in sound working order (i.e. batteries charged) prior to pick-up
- Will be responsible for the organization and appearance of the customer pick-up office and lounge, ensuring that our customers have a positive experience.
- Will arrange and manage after-hours and weekend pick-ups when necessary.
- Will track the status of all furniture van and truck body jobs and report status to sales and customers as necessary.
- Assist with transportation of other trailers (i.e. fleets) during furniture van down times.

Fundamental Irreplaceable Behavior Values:

Interpersonal Skills: Easy to get along with; Treats all people with dignity and respect ; displays ***kindness;*** shows interest in others; gives others appreciation and encouragement; common courtesy; Always approachable; never rude; Aware of and sensitive to what other people are feeling; Is at ease with people at all levels; Does not belittle the opinions or work of other people, regardless of their status or position; Deals effectively with a diverse workforce; Demonstrates a high degree of "emotional intelligence"; Truly values and genuinely likes people; Treats others with ***respect*** and as important person; Is ***unselfish*** and meets the legitimate needs of others; Serves others.

Ethics and Integrity: Admits mistakes in spite of the potential for negative consequences; Presents unpleasant or disagreeable facts in an appropriate manner; Keeps promises; meets goals and deadlines; Avoids situations and associations that could be considered inappropriate; ***Honest*** in all dealings; Upholds and models organization's values; Does what you say you will do; Is ***forgiving*** when wronged.

Business Demeanor / Temperament: Displays a positive attitude and optimism about the work to be done, the people he or she works with, customers, management, and company policies; Has a constructive sense of humor; Maintains a calm temperament and pleasant demeanor; Shows self-control; Doesn't spread gossip or rumors; Acts as a positive influence on others; Is courteous, ***patient***, cooperative, and helpful; Is ***humble***, never boastful or arrogant.

Accountability: Accepts personal responsibility for the quality and timeliness of his/her work; Acknowledges and corrects mistakes; Doesn't make excuses or blame others for errors or problems; Carries his/her fair share of the workload; Does what he/she ***commits*** to doing.