



Shur-Co®, LLC

World Headquarters - Yankton, SD, USA

2309 Shur-Lok Street | Yankton, SD 57078-0713

Ph: 1-605-665-6000 | Fax: 1-605-664-9302

www.SHURCO.com

Job Title: Customer Service Representative
Type: Full Time
Schedule: Monday – Friday 8:00a – 5:00p
Department: Customer Service/Inside Sales
Reports To: Customer Service Manager

ABOUT SHUR-CO®:

Shur-Co®, LLC, is headquartered in Yankton, South Dakota, and is a leading provider of covering systems, parts and service to the global transportation market. With over 60 years of industry experience, Shur-Co® now manufactures a wide offering of tarp systems and accessories for trucks, trailers, carts and specialty equipment used in the agriculture, construction, waste and flatbed markets. Shur-Co® operates 13 production sites and sales locations in the United States, Canada and the United Kingdom, giving you the opportunity to work with employees and customers all over the world. We are always looking for well-qualified candidates to fill a variety of open positions. Check out all of our opportunities at <https://www.shurco.com/about-us/careers/>.

SUMMARY

Perform out-bound and/or in-bound telephone selling and marketing calls. Represent the company to its customers in a professional manner, and is knowledgeable about the company's products and services, and can intelligently deal with most customer situations. Also, will take orders by phone/fax and enter the orders into the computer.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following. Other duties may be assigned.

- Perform telephone selling presentations as trained.
- Interface with customers and prospects and sell products based on needs established with customer.
- Able to have free-flowing discussions with customers, dealers and prospects.
- Master product knowledge and is able to apply it to customer's questions and specific needs.
- Use knowledge about product and it's applications to up-sell current customers and sell new customers.
- Inform customer of unit prices, shipping date, anticipated delays, and any additional information needed by customer.
- Complete order documentation with careful attention to detail and accuracy and maintains and follow up-to-date policy & procedures manuals.
- Take ownership of customer order/information request, and follows it through by:
 - Routing order to departments for filling and, when necessary, following-up on orders to ensure delivery by specified dates.
 - Confer with production, sales, shipping, and warehouse, to expedite or trace missing or delayed shipments.
 - Refer appropriate order requests to engineering department for design and drafting needs.
 - Estimate date of delivery to customer, based on knowledge of own firm's production and delivery schedules.
- Handling customer complaints regarding product or service, or when necessary and appropriate, referring such complaints to designated departments for investigation and follow-through.
- Assist in covering regional trade shows when assigned.
- Maintain and promote a positive team atmosphere.
- Attendance and dependability are essential job functions, you must report to work on time and accurately complete the daily duties assigned.
- Other duties as assigned.

QUALIFICATIONS

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); and one year experience in retail and phone sales or equivalent is preferred. Must also possess moderate to above average computer experience.





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MATHEMATICAL SKILLS

1. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages
2. Ability to apply basic concepts of algebra and geometry.

LANGUAGE SKILLS:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.

REASONING ABILITY

- Ability to solve practical problems and interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. Then employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Employment will be based on the successful completion of a criminal background check

Please contact Human Resources at 605-665-6000 for questions on the application process.
The position will remain open until filled.

