

## **JOB DESCRIPTION**

**Job Title:** Key Account Customer Service Representative  
**Department:** Customer Service  
**Location:** Hackettstown, NJ

### **POSITION SUMMARY:**

The Key Account Customer Service Representative provides a high level of professional sales support and account management services for Astrodyne TDI strategic customers. The Key Account CSR will work directly with these strategic accounts to ensure their satisfaction and maintain a strong relationship for continued growth. This position will report to the Customer Service Manager.

### **RESPONSIBILITIES** (Include the following, other duties may be assigned)

- Provide direct support to strategic accounts through email, phone and any other means necessary to maintain a high level of customer satisfaction.
- Support strategic account customer service needs by working with Program Management and Engineering teams to fully understand the key account programs underway and in production
- Support the field Manufacturers Representatives, and Regional Sales Managers in pursuit of new business opportunities and growth plans at the defined accounts
- Work with Operations to understand the production status and create reports and/or specific dashboards of backlog, inventory, and shipment status as required by each account
- Serve as the primary contact for customers regarding purchase orders, forecasts, expedites, change order requests and service returns
- Monitor customer backlog and production plans and work with Operations to maintain optimum delivery performance
- Represent the customer and Regional Sales person internally to provide excellent customer service and ensure customer satisfaction.
- Process RMA transactions, credit and debit memos and cancellation requests as required.
- Maintain integrity of Master Data, including customer ship/bill information, Inco terms, customer contact information, etc.
- Generate Standard Product quotes from Marketing supplied price lists
- Process purchase orders received from all channels and ensure order review and transfer to Operations for execution occurs
- May include processing Military Service Returns and New Production Orders that require access to the WAWF and Exostar systems
- May include accessing select customer's portal for invoicing, ECR/ECNs, or to retrieve any information or notifications related to Astrodyne TDI products and business
- May include participating in customer visits or audits

### **SUPERVISORY RESPONSIBILITIES:**

No direct reports, but requires the ability to influence and drive other organizations to achieve the position objectives.

### **EDUCATION and EXPERIENCE:**

A minimum 4 year Bachelor degree is required. A BA in Business Administration is preferred with 5 – 10 Years of Experience

### **TECHNICAL SKILLS/KNOWLEDGE:**

- Strong working knowledge of Microsoft Excel, Word,
- Database, Enterprise Resource Planning Systems(ERP), and Customer Service Relationship Management (CRM) tool knowledge is a plus



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### **SUCCESS FACTORS:**

The successful candidate for this position must have proficient analytical and problem-solving skills in order to evaluate, assess and communicate complex scenarios regarding revenue forecasting, purchase order details and return processing.

The successful candidate identifies and evaluates fundamental issues with the customer and with internal staff, providing direction for internal communications to internal staff from Sales, Marketing, Engineering, Operations, and Finance, and maintains constant communication with the customer.

The candidate must also possess the ability to interpret and disseminate information, prepare reports and determine the appropriate mode of communication. Must have the ability to work under minimal supervision.

### **LANGUAGE SKILLS:**

The individual in this position must be fluent in writing, speaking, and understanding English.

**Due to Military affiliations, we are unable to sponsor candidates who require a Visa. Candidates MUST be a US Citizen or a Permanent Resident/Green Card Holder.**

Astrodyne TDI provides equal employment opportunities to all employees and applicants. Our culture is one that provides opportunities for employee involvement, growth, and development. Astrodyne TDI offers competitive salary, paid time off, robust healthcare benefits, and 401(k).

**To Apply:** Please email your resume and cover letter to [Kelsey.connell@astrodynetdi.com](mailto:Kelsey.connell@astrodynetdi.com), [Beth.Chaplin@astrodynetdi.com](mailto:Beth.Chaplin@astrodynetdi.com) or [Lindsay.Finnigan@astrodynetdi.com](mailto:Lindsay.Finnigan@astrodynetdi.com).