

# Hemisphere GNSS Job Description

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**Job Title:** Customer Support Specialist II  
**Location:** Scottsdale, AZ  
**Department:** Sales  
**Reports To:** Manager, Sales Operation  
**Prepared Date:** May 24, 2019

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**Full-Time**       **Part-Time** /       **Exempt**       **Non-Exempt**

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## Summary

Provide support to customers and Sales team, manage orders and delivery schedules; ensure internal procedures are followed. Work closely with Operations and Manager of Sales Operations to determine availability of products. Assist in the achievement of department and business unit goals.

## Essential Duties and Responsibilities

- **Order Entry**
  - Customer Order processing, confirmation of lead time per Forecast, confirmation of correct data on PO, provide supporting documentation to customers (including House Customers)
  - Processing of Atlas Portal web-based orders.
  - Manage and maintain customer database for Atlas Portal (account creation, modification, maintenance)
  - Utilization of ENG tools to verify subscription data provided by Tech Support.
  - Designed, Implemented, and Maintains Refresh Code Tracking Database
- **Order Maintenance/Scheduling**
  - Follow up with Operations for current shipping schedules.
  - Maintain real-time track of inventory using Forecast provided by the Manager of Sales Operations to facilitate more precise lead times for order entry.
  - Modification of orders as needed
  - Inform customers and Sales of delays/changes to availability of products as directed by Manager of Sales Operations
- **Customer inquiries/Sales Leads (Email, phone)**
  - Handle phone and email inquiries regarding outstanding orders, pending orders, complaints, etc. Respond to complaints or queries from customers and give after sales support when requested.
  - Manage escalated issues, escalate to Senior Management and follow through until point of resolution.
  - Manage disposition of "Precision" and "Atlas" web folder leads and inquiries.
- **Reporting**
  - Perform regular Pricelist and Customer Pricing Audit, present results to Manager of Sales Operations and Pricelist lead for review. Manage and track Pricelist corrections and edits.
  - Publish weekly to Sales Force and Senior Management any delays/issues (SBSS, shortage, etc.) impacting Customer Orders. Communicate same to impacted customers.
  - Manage Global Trade Compliance documentation, End User Agreements and Freight Forwarding Agreements and maintain database.
  - Create, Manage, and distribute Proforma Invoices, Shipping Documentation and Commercial Invoices to assist customer orders will clear Customs.
  - Manage Test Report storage.
  - Compile, prepare, and vet Sales Forecast on a monthly basis. Present to Operations Team for review
  - Prepare Sales Outlook Report on a weekly basis for publication to Sales & Executive Teams
  - Analyze, assemble, and present data for Board of Directors on a Quarterly basis
  - Ad Hoc complex reporting as needed by Manager Sales Operations & Executive Teams
- **Material Requests/Manual Ship requests**
  - Ownership of complete documentation for site-to-site or site-to-customer manual shipments.
  - Designed, Implemented, Manages systemic ISR/DSR process.

- **Process Improvement**
  - Monitor processes – identify process gaps, design and implement process improvements.
  - Manage meetings with process stakeholders as needed to effect positive change.

### **Supervisory Responsibilities**

The individual contributor is assigned tasks to be completed, combination of tasks or functional activities with an understanding of how they relate to the work of others or elsewhere in the company. The Manager of Sales Operations is responsible to train, mentor, and manage the Customer Support Specialist 11, ensuring full understanding of role, and a well-rounded view of internal processes and operations.

### **Accountability**

Standardized practices and procedures and/or general work instructions and/or supervision of progress and results apply wholly or in part. Application and enforcement of process rules and organizational standards to maintain business standards is expected. This position involves varied tasks and duties. Supervisors establish performance expectations. Deviations from standard practices and procedures are not permitted but priorities are often set (subject to approval) in this position.

### **Competencies**

#### **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.

### **Education and/or Experience**

- High School Diploma
- 3 – 5 years business experience in customer service or related field

#### **Practical/Technical Skills**

This position requires specialized skills acquired through a combination of job related vocational training and considerable on-the-job experience.

#### **Problem Solving**

There are changing priorities or differing situations encountered in the work environment. The individual has latitude to consider which procedure to use. Thinking is guided by substantially diversified procedures and specialized standards and precedents covering many situations. Solutions are found, and new applications developed using job related know-how to search for answers.

#### **Computer Skills**

To perform this job successfully, an individual should have knowledge of:

- Basic Microsoft Office Suite – Word, Outlook, and Excel
- Internet search processes and research abilities
- Good working knowledge of MRP systems and the Syteline program

#### **Certificates, Licenses, Registrations**

N/A

### **Other Skills and Abilities**

#### **Human Relations Skills**

In addition to basic human relations skills, the individual in this position requires skills of persuasiveness or assertiveness. In addition, a sensitivity to the other person's point of view is often required to influence behavior, change an opinion or turn a situation around.

**Language Skills**

Above average verbal and written communication skills. Strong ability to read and comprehend instructions, correspondence, and memos. Ability to effectively present basic information in one-on-one and small group situations to customers, clients, and other employees of the company.

**Other Qualifications**

- Manufacturing environment exposure desirable
- Ability to manage multiple tasks with changing priorities