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DEPARTMENT: Sales

REPORTS TO:

1.0 POSITION SUMMARY:

HABCO Industries is a key provider of products and services that serve the Aerospace Industry. With 4 separate business units, HABCO has a worldwide customer base that spans both fixed and rotary winged aircraft as well as commercial and military applications. HABCO's customers range from Aerospace OEMs, Airlines, along with overhaul and repair operators. HABCO is a Lean focused, rapidly growing company, started in 1970 and has doubled in size in the last four years. It is a truly fast-paced environment with a "work hard, play hard" mentality.

The Customer Service Representative will provide direct and ongoing support to a designated Sales Manager(s) as it relates to both existing and new customers, with consistent focus on helping to meet annual corporate sales goals.

2.0 PRIMARY RESPONSIBILITIES / DUTIES:

- Involved in a variety of activities aimed at providing daily support of both existing and new customer requirements
- Process quotes and orders through our ERP system using standard procedures
- Develop and maintain effective and positive internal working relationships with all company departments to ensure the highest level of satisfaction to our customers
- Proactively recommends items needed by customers to increase customer satisfaction and improve transaction profitability
- Consistently look for opportunities to increase sales and average order size through cross-selling, up-selling, add-on sales and offering promotional sale items.
- Monitor scheduled shipment dates to ensure timely delivery and expedite as needed
- Contact customers following a sale to ensure ongoing customer satisfaction and to resolve any complaints and/or issues identified during the sales cycle
- Perform other duties as may be assigned or required

3.0 MINIMUM QUALIFICATIONS:

(All qualified candidates MUST meet All of these Minimum Qualifications with No exceptions.)


- 1 year of prior experience in a customer service related industry
- Strong mechanical aptitude and a focus on continuous learning
- Fluency in English

4.0 PREFERRED QUALIFICATIONS:

- Ability to read and understand technical documents
- Experience using ERP systems
- Prior experience in the aerospace industry
- Fluent in Microsoft Office products

HABCO is an equal employment opportunity and affirmative action employer.

All candidates must be a U.S. Citizen or currently have a Green Card to be eligible to work in our ITAR environment.

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- Experience selling to the US government
- Familiarity/experience with lean manufacturing, Kaizen events, and continuous improvement techniques (i.e. RCCA, Six Sigma methodology), a plus
- International sales experience
- Bi-lingual skills

5.0 COMPETENCIES:

- Demonstrated ability to work in a fast paced environment
- Excellent communication skills (oral, written, listening and presentation)
- High level of accuracy with strong attention to detail capability
- Strong analytical skills with the ability to synthesize complex or diverse information
- Excellent interpersonal skills, with the ability to establish effective relationships with both internal and external customers
- Persuasive, yet tactful negotiation capability with demonstrated success in the areas of selling, upselling & cross-selling
- Effective organizational skills with the ability to plan, prioritize and effectively manage multiple activities
- Ability to identify obstacles and recommend solutions
- International sales experience
- Prior experience in the aerospace industry
- Proactive nature with the ability to thoughtfully plan course of action

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