



Job Title:	Customer Service Representative	Reports to:	Customer Service Manager
Department/Group:	Customer Service	Travel Required:	Limited
Location:	Chanhassen, MN	Version Date:	July 2025

Summary

The Customer Service Representative at Waytek plays a key role in supporting business operations by delivering exceptional service to customers. This position is responsible for answering product-related questions, recommending additional products, processing orders, and resolving inquiries to ensure positive a customer experience and satisfaction.

Essential Functions

1. Respond to customer inquiries via phone, email, or fax in a professional and timely manner.
2. Accurately enter customer orders and create price quotations.
3. Maintain strong product, pricing, delivery, and promotional knowledge.
4. Use ERP system and website to provide order/account updates and support.
5. Assist with returns, replacements, and post-sale customer needs.
6. Provide support across administrative/customer service functions as needed.
7. Serve as backup receptionist when scheduled or needed.
8. Resolve customer complaints and collaborate on issue resolution.
9. Help maintain accurate account details and customer data.
10. Document interactions and transactions in CRM/ERP systems.
11. Proactively communicate delays, back-orders, or product availability issues.
12. Participate in process improvement discussions and feedback loops.
13. Adhere to compliance, confidentiality, and privacy regulations
14. Performs other duties as assigned.

Knowledge, Skills, and Responsibilities

1. Excellent communication skills both written and verbal.
2. Ability to work cross functionally with other departments.
3. Versatile communication style
4. A strong team player.
5. 1-3 years of customer-facing experience, preferably in business-to-business.
6. Positive can-do attitude.
7. Ability to operate simple office equipment sufficient to perform the job.
8. Proficient with Microsoft Office Suite (Word, Excel, and Outlook) or related software.
9. Strong organizational skills and attention to detail.
10. Ability to work independently.

Requirements

1. High school diploma or equivalent.
2. Must be able to read, write, and communicate in English.

Work Environment:

1. Work is generally confined to a standard office environment.

Physical Demands

The following are some of the physical demands commonly associated with this position.

1. No unusual physical demands are associated with this position.
2. Spends 80% of the time typing while sitting and 20% of the time either standing or walking.
3. Frequently lifts, carries, pulls, or pushes 2 – 6 pounds. Occasionally lifts, carries, pulls, or pushes up to 20 lbs.
4. Uses cart, dolly, or other equipment to carry more than 25 lbs.
5. Occasionally stoops, kneels, balances, reaches, crawls and crouches while performing office or work duties.
6. Verbal and auditory capacity enabling interpersonal communication through automated devices, such as telephones, radios, etc.
7. Constant use of eye, hand and finger coordination enabling the use of automated office machinery or equipment.
8. Visual capacity enabling constant use of computer or other work-related equipment.