

January 8, 2003

Able Technology Customer Service / In-side sales Job description

Basic Function:

Responsible for the handling the daily customer service operations for Able Technology.

Responsibilities:

- 1. Handle incoming calls to customer service**
- 2. Assist in order entry**
- 3. Assist in daily receiving updating.**
- 4. Responsible for follow through to all customers' calls or inquiries.**
- 5. Deal directly over the phone with all vendors, expediting open purchase orders, obtaining pricing, obtaining required information from manufacturing and or engineering.**
- 6. Knowing and understanding all aspects of the Tiny Term system.**
- 7. Back up to Operations manager**
- 8. Back-up and support to our outside sales specialists.**
- 9. Handle any emergencies with the customers with the highest priority.**
- 10. Work with Able Field Services in obtaining products for projects and/or in shop repairs.**

Level of knowledge:

- 1. Develop knowledge of all products sold by Able Technology**
- 2. Customer service skills**
- 3. Complete understanding of Able' computer system as it pertains to customer service-order entry – inquiry.**
- 4. Drive to take advantage of all opportunities to attend schools and training seminars in order to improve ones technical competence.**

Method of measurement:

- 1. Performance at the level expected by management**
- 2. Customer satisfaction**
- 3. Self satisfaction with ones performance and goal completions.**

Quality Commitment:

- 1. Be committed to and participate actively in the rejuvenated Able Quality Program beginning in 2003.**
- 2. Follow Able Mission Statement.**

Vision statement for 2003

**To be courteous and prompt in giving the best service possible to,
All of our customers.**