

**POSITION:** Front-Line Communication Specialist  
**DEPARTMENT:** Customer Support  
**COMPENSATION:** Non- Exempt, Hourly  
**LOCATION:** Houghton, MI  
**REPORTS TO:** Call Center and Global Parts Sales Manager

#### Position Description

The Front-Line Communication Specialist plays an extremely important role in defining and up-holding the highly respected reputation of Somero Enterprises as being the industry leader in Customer Service. This position often establishes the Customer's first impression of Somero Enterprises. The Front-Line Communication Specialists is responsible for ensuring that the customer's (internal/external) needs are properly identified and noted in an expedient manner, before coordinating the transition of the customer's call to the necessary Customer Service Specialist. This position requires a highly personable, professional, and confident individual, with excellent listening and communication skills. In addition, the Front-Line Communication Specialist will provide administrative and project support to the Call Center/ Global Parts Sales Manager.

#### Principal Accountabilities

- Coordinate the distribution of live customer calls as well as emails within the Customer Support group
- Initiate and distribute tickets to Field Support Technicians and Parts Specialists
- Create, modify, and maintain customer files within Customer Support call tracking software
- Adherence to the Somero Code of Business Conduct and Self-Governance

#### Attributes

- Confident, Resourceful and self-motivated
- Flexible and able to maintain a positive attitude in high pressure situations
- Strong organizational and time management skills
- Excellent attention to detail
- High Level verbal and written communication skills
- Ability to plan, organize and schedule full range of administrative duties
- Capable of identifying areas where process improvements are needed
- Strong analytical and problem solving skills
- Comfortable with multi-tasking and meeting deadlines
- Ability to work well as part of a team located in different locations
- Ability to have Fun

#### Education/Experience

- High school diploma required
- Advanced Microsoft Office skills including Excel to create reports using pivot tables, formulas and custom functions
- Basic Accounting experience or training required with excellent business math skills

#### Working Conditions

- Ability to work extended hours as business needs dictate
- General office environment
- Work is sedentary, but may require standing and walking

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Front-Line Communication Specialist

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Call Center and Global Parts Sales Manager