



**Position: Customer Service Representative (Seasonal positions – Part-time and Full-time)**  
**Potential for Temporary to Permanent hire**

**Location: Sauk Rapids, MN**

**Exemption Status: Non- Exempt**

**Division/Department: Pinnacle Customer Care Center**

**Hours: Customer Care Hours - 7am-6pm, Monday-Friday (Occasional Saturdays)**

**Posting Date: September 15, 2016**

Interested and qualified candidates may apply to [hr@pinnacleclimate.com](mailto:hr@pinnacleclimate.com).

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With the rapid growth of Pinnacle's operations in Sauk Rapids, we have the need for Seasonal Customer Service Representatives to assist customer with their fan and heater needs. We have opportunities for full-time and part-time positions between the hours of 7am-6pm and some occasional Saturdays. The position pays between \$12-\$14 an hour, depending on experience.

**Position Summary:**

Provide in-bound call center support to customers and dealer with parts and product orders, product troubleshooting and customer inquiries for Pinnacle's heating and cooling brands. Maintain the highest level of quality service to Customers and Dealers. Meet all of service targets and follow all established procedures.

**Primary Responsibilities**

- Process orders from customers and dealers by fax, phone or e-mail and pass onto data entry to enter into the order entry system. Answer any order related questions to ensure the order is processed in a timely fashion.
- Research and resolve customer service questions, inquiries, requests and problems in an accurate, timely and empathetic manner during telephone conversations.
- Promote interest in Pinnacle's products and services by explaining products that will meet the customers' needs.
- Address and answer customer and dealer technical concerns involving wiring, installation, applications and other technically challenges issues.
- Stay informed about changes in policy, procedures and services in order to provide accurate information to customers.
- Handles all calls in a professional manner when providing assistance to customers and always portray and project a positive and professional image of Pinnacle Climate Technologies.
- Trouble shoot field operations issues and involve necessary representative that can assist with issue resolution.
- Keep record of customer and dealer interactions, transactions, details of inquiries, comments, complaints, issues and resolution.
- Provide pricing and delivery information to customer and dealers when necessary and requested.



- Efficiently and effectively assist sales, engineering, and dealer networks to provide technical and troubleshooting assistance for heating and cooling products.
- Answer and assist with product information and quotes.
- Contribute to the ongoing development and improvement of Customer Care Center. Participate in team meetings; provide input to meet team objectives, and share ideas and information.
- Other duties as assigned.

### **Reporting Relationship**

- Reports to Customer Care Director
- Works with Engineering, Operations, Sales, Marketing and other functions

### **Qualifications and Skills**

- Ability to multi task
- Strong verbal and written communication skills
- Attention to detail and accuracy
- Function in a team environment
- Strong customer service and phone skills
- Electrical and Mechanical aptitude preferred
- Proficient with Microsoft Office and CRM applications
- Problem solver
- Ability to write and edit correspondence including email messages, letters, marketing and technical materials

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; and use hands to handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion the incumbent may be required to stoop, bend or reach above the shoulders.

Email [hr@Pinnacleclimate.com](mailto:hr@Pinnacleclimate.com) with your current resume and enter “Customer Care Representative” in the subject line.

### **About Pinnacle Climate Technologies**

Pinnacle Climate Technologies invents, develops and manufactures heating and ventilation solutions through commercial, industrial, agricultural, DIY and other retail channels throughout the world. With manufacturing in North America and Asia, Pinnacle serves a diverse customer base in over 25 countries, on every continent. With brands that include MASTER®, Schaefer®, Remington®, Pro-Temp®, Americ®, and Stanley®, Pinnacle is positioned as the global leader in industrial/construction heat, and portable ventilation products.

For more information call 800.641.6996, email [sales@pinnacleclimate.com](mailto:sales@pinnacleclimate.com) or visit [www.pinnacleclimate.com](http://www.pinnacleclimate.com)

