

Job Description

Job Title: Customer Support Specialist
Reports To: Customer Support Specialist Manager
FLSA Status: Non-Exempt
Department: Operations

About Linx Technologies: Linx Technologies is a profitable fast growing wireless technology company that develops and manufactures antennas, RF connectors, and wireless modules and accessories to allow design engineers to easily implement wireless into to their product. While the work environment is fast-paced and demanding, we focus on keeping our environment non- bureaucratic. We believe that hiring managers often incorrectly overvalue experience relative to talent. We value passion, work ethic, and intellect foremost and see experience as helpful to the success but can be gained by doing the job and with our support and the right educational foundation.

Linx corporate headquarters are located in a beautiful custom-built facility in Merlin, Oregon, which is in the Rogue Valley near Grants Pass and the Rogue River. The area is a popular destination for hiking, mountain biking, rafting, hunting and fishing. Ashland, home of the Oregon Shakespeare Festival and Southern Oregon University, is less than an hour away.

Linx Core Values:

- Highest integrity with everyone: Integrity is never compromised in our daily work. We pride ourselves on doing the right thing. Ensure that our work benefits the communities where we operate.
- Profit is not the goal, it is the byproduct: Linx focuses first on providing the best quality product and service for the customer. In order, we focus on safety, quality, delivery and cost. We focus on delivering long-term benefits to customers and sustaining loyal, productive customer relationships. Focus on long-term strategic vs. short-term firefighting.
- Empower every engineer a to become a hero: Linx helps the customer's experience of implementing technology as simple as possible from the design of the product, to documentation, to support, to ensure the product is shipped timely without error. Every time we interact with a customer, their experience with us should be easy.
- Market leadership by thinking differently and innovatively: Linx focuses on delivering a better offering to customers by being exceptionally well in all aspects from engineering, to sales, to operations. By asking what our customers value, what we can focus on and a strong delivery.
- We can do that! Linx has a bias for taking action by recognizing problems and opportunities. Employees suggest solutions and take initial steps when getting supervisor approval or help, rather than presenting an issue and waiting for direction. We encourage and entrepreneurial spirit and can do attitude. Maintaining focus on what is most important. Employees need to be able to prioritize and to act with a sense of urgency when needed.

- We are humble team players: No ego. Bias for “We” instead of “I”. We work collaboratively with customers, suppliers, and fellow associates at all levels toward mutual objectives. A blameless environment by focusing on issues rather than seeking to find who is at fault
- We learn by doing: Employees take the initiative to growth professionally to acquire new skills and abilities, embracing and executing on strength assignments and proactively seeking and working on gaps in knowledge or skill. We invest in the education and development of our team.

Job Description and Summary: Responsible for supporting the company's sales goals through good customer service and driving inside sales directly with Linx’s customers. The FSS will be responsible for maintaining quality relations with existing accounts and working with our manufacturers sales reps to drive new business. The Inside Customer Support Representative will provide sales support by performing the following duties.

Duties and Responsibilities:

- Represents Linx to the customers they call in with a need for information, such as pricing, lead times, addressing possible failed parts, or general inquiries
- Processes and enter orders accurately in Linx’s system
- Promote and effectively sell company products and services using established sales techniques
- Engage with technical staff to identify feasible solutions and provide pricing information as requested
- Understand and respond to customer delivery needs by interfacing with internal personnel
- Understand and support established sales policies and procedures to provide proper and effective treatment to customers
- Relate new product ideas and product extensions to management for evaluation
- Process leads as they come in through various channels (email, phone, other)
- Process information (leads, quotes, RMA’s, activities) in CRM system and use CRM as a key tool
- Address customer needs and establish a solution or direction for the customers issue to get resolved
- Work as part of the Sales Team in the quote process, sample order fulfillment, custom part creation and other special items as they arise
- Receive and process orders (phone, internet, fax, etc.) from customers efficiently and in a timely manner
- Process new and existing custom product orders
- Send (email, mail, etc.) invoices to customers.
- Release line items in orders according to delivery schedules
- Maintain close relationships with Distributor Network; develop close relationships as new Distributors and representatives are added
- Work as part of the Sales Team and support sales people in effort to win and support new business
- Perform other duties as assigned

Required Competencies:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Communication: convey ideas clearly both orally and in writing with external and internal customers
- Sense of Urgency: understand that the role typically is in response to customers with an immediate need, and be able to address the request quickly, efficiently and clearly
- Creativity: be able to identify possible solutions to certain situations that are outside the norm, in order to exceed customer expectations

- **Adaptability:** learn new software packages and concepts as they arise
- **Composed:** has a "thick skin" and is able to handle complaints, even when handling unpleasant customers
- **Keeness:** works accurate and with eye for detail
- **Initiative:** develop solutions and take autonomous action and continuously and consistently over deliver
- **Integrity:** maintain high ethical standards; value honesty and fairness over profit or personal gain
- **Teamwork:** collaborate with others and work together toward common goals
- **Computer Skills:** proficient in Microsoft Word; Microsoft Excel; Internet Explorer; CRM; and Microsoft Outlook.
- **Reasoning Ability:** solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written oral, diagram, or schedule form.

Education and Experience: High School Diploma or Equivalent. Prior work related experience helpful.

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 regularly required to sit and use hands for 8+ hours a day. The employee is frequently required to talk or hear. The employee is occasionally required to stand.

Linx is an equal opportunity employer.