

# Service Representative

**JOB TITLE:** Service Representative  
**DEPARTMENT:** Sales  
**REPORTS TO:** Manager, Service  
**DATE PREPARED:** September 2020  
**LOCATION:** Itasca IL

QMI is poised to grow by entering new markets, launching new products, and expanding relationships with existing customers. Consistent, rapid execution is key to achieving that growth. We are seeking a talented individual to expand our Service Team.

## **ROLE SUMMARY:**

Service support for commercial accounts across all product lines. Representatives provide field service and parts quoting, order entry, service scheduling, and follow-up support using a variety of customer portals as well as email. This high-impact role acts is key to providing quick service to our customers when emergency service situations occur as well as standard maintenance.

## **ESSENTIAL JOB RESPONSIBILITIES:**

- Receives request for service by email notification or phone, clarifying key customer requirements, product needs, and service level timelines
- Selects service contractors and coordinates repair, either directly with the customer or through a third party
- Reviews historical data including diagrams of previously installed shutters to determine proper parts being requested for repairs
- Flexibility to meet unique customer requirements
- Verify customer specifications
- Develops and upload quotes, following up with customers on pricing, lead time, or other questions and concerns to fulfill the requested workorder
- Communicates with customer on any required changes to original work order and manages job "NTE" (not to exceed) amounts. Quotes replacement products if / as required.
- Once quotation is approved, release order to factory floor and schedule installation with the customer
- Rotating 24 hour on-call phone responsibilities
- Collaborate with Accounting on any purchase order, invoicing, or workorder issues

## **QUALIFICATIONS:**

- Ability to interpret customer project requests and work with other team members when necessary to resolve open questions (sales, operations, engineering)
- Strong prioritization, time- management, and self-motivation skills; high energy and focus
- Strong written and verbal communication
- Strong customer service orientation

## **EDUCATION AND EXPERIENCE:**

- 2-yr's experience in customer service roles supporting service team dispatching, maintenance quoting and order processing.
- Experience interacting with customers on pricing, service, or support-follow up
- Experience with rolling shutters, window treatments, door systems, or windows is a plus
- Associates degree or higher preferred

**COMPUTER SKILLS:**

- Proficiency with applicable software such as MSOffice
- Capable of utilizing company quoting software and ERP programs

**COMPENSATION:**

- Base salary commensurate with experience
- Eligible for Personal Performance Bonus + Company-wide profit sharing
- Fully paid employee health and basic life insurance
- 401k- 100% company match up to 10% (*after 1 yr.*)
- Paid Vacation

**COMPANY:**

QMI is the leading manufacturer of commercial security shutters and storm protection products in North America. QMI leads the industry in customer satisfaction, product patents, delivery lead time, product quality, and in-field performance.

QMI has more than 34 years of experience providing security for 35,000+ retail locations across formats, including electronics and cellular chains, national and regional pharmacies, and high-value retailers in optical, jewelry, liquor, and other categories.

Headquartered in Itasca, IL, our innovative products are assembled, and QC inspected prior to shipment to ensure simple and rapid installation. We serve commercial and residential customers directly and through a network of certified dealers throughout North America, the Caribbean, and Hawaii. We work with licensee partners in the UK, Germany, France, and The Netherlands.

Leveraging recent investments from private equity group, Prospect Partners, QMI is focused on growing its business into a premier physical security products manufacturer unlike any in the industry.

[www.qmiusa.com](http://www.qmiusa.com)