Krone NA, Inc.

Job Description

Job Title: Support Representative
Department: Marketing and Sales
Reports To: Manager, Krone Support Team
FLSA Status: Non-Exempt

Summary: Responsible for supporting dealers, customers and Krone personnel with resources, answers and information through verbal, written and electronic communication channels. This position takes the majority of incoming phone calls and other communications and assists whenever possible or escalates to a specialist.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Documents summary of all communications into a log to ensure that each request is handled in a timely manner.*
2. Builds relationships with dealers and serves as an intermediary between them and Krone Management.*
3. Initiates changes that will strengthen brand perception and/or make it easier for people to do business with Krone NA.*
4. Assists Support Specialists with master dealer data base as required.*
5. Assists Support Specialists with new dealer onboarding processes as required.*
6. Travels to the dealers perform training as required up to 10% travel during work time. May require some International travel.*
7. Assists with preparing and distributing regular and special dealer mailings.*
8. Assists with creation and maintenance of online resources.*
9. Attends Sales and Service Training when available.*

Non-Essential Responsibilities:
1. Assists other Departments with special projects as time allows.

Qualifications:
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.

Language Ability:
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations, to customers, clients and other employees of Krone, NA.

Math Ability:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent, and to draw and interpret bar graphs.

Reasoning Ability:
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:
To perform this job successfully, an individual should have knowledge of Microsoft Word, Microsoft Excel, SAP, Salesforce Service Cloud, Microsoft Outlook, Presentation Software, and PowerPoint.

Education/Experience:

*Essential Function
High School Diploma/GED, AS/AA Degree with relevant experience considered or BS/BA Degree preferred.

Certificates and Licenses:
Valid driver's license                Valid Passport for International Travel

Knowledge, Skills and Other Abilities:
• Oral and written communication skills
• Time management skills

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 stand, walk, sit, use hands, and talk/hear. The employee is occasionally required to reach with hands and arms, climb and balance, and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception, ability to adjust focus, and ability to see color.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to wet or humid conditions (non-weather), work near moving mechanical parts, and outdoor weather conditions.

The noise level in the work environment is usually moderate.