

Product Specialist

Principle Function:

Support Eternal sales activities by ensuring customer satisfaction through in depth product knowledge and inquiry resolution.

Principle Accountabilities:

- Acquire and maintain expert knowledge on product, competition, and industry.
- Acquire working knowledge of company's database in order to generate orders, track shipments and follow up on customer inquiries.
- Provide technical advice in application and troubleshoot through written or verbal communications.
- Act as communication liaison between customers and management and alert management to recurring field issues.
- Maintain customer records and service log of product issues in the database.
- Generate detailed reports with photos to communicate field issues to management or engineers.
- Periodic support on special projects.
- Other duties as required.

Skills Required:

- 2 – 3 years experience performing similar duties.
- High degree of technical skills.
- Ability to work individually or in a team environment,
- Effective communication skills, written and verbal.
- Computer experience in a Windows environment.
- Typing 35 – 40 WPM.
- High school diploma or equivalent.