



Position Description

Job Title – Customer Advocate

Department – Service

Reports to – Service Manager

FLSA Status – Exempt

Position Summary:

This is a sales oriented position requiring the employee to establish, maintain and build strong customer relationships through responsive and creative sales and service strategies. To grow existing customer business through sales and retention programs, to provide prompt, effective solutions to customer needs, to maximize route revenue through improved time management and upgraded product mix, to maximize contract terms by identifying changes in programs that require updated paperwork and to be ImageFIRST's "face" to our customers and potential customers.

Primary Job Responsibilities:

- Support and promote our values and the ImageFIRST way to build the company by positively impacting the lives of our associates, customers and community.
- **Sales** – Increase account revenue by selling additional products and services, successfully complete sales programs, develop and implement strategies to identify new business opportunities.
- **Customer Relationships** – Handle all administrative aspects of sales, identify and resolve customer concerns, ensure customer satisfaction with company products and services, develop positive relationships with principal customer contacts, maintain enthusiastic and professional attitude and maximize customer contract term.
- **Route** – Manage route to maximize efficiency, productivity and revenue: operate company equipment safely and responsibly, comply with applicable rules and regulations relating to safety and operation of commercial motor vehicles.

Essential Job Responsibilities include but are not limited to the following:

- Successful completion of primary job responsibilities
 - Increase account revenue through sales
 - Identify new business opportunities for potential sales
 - Ensure customer satisfaction
 - Maximize customer contract term
 - Manage route efficiency
 - Meet or exceed sales objectives
- Positive communication with customers, potential customers and co-workers
- Product knowledge: pricing, codes, colors, sizing, changes/quantities, availability, product application
- Paperwork: work order preparation and follow-up, invoice accuracy (NOG billing), credits, collection requirements
- Set up new accounts: adequate product (tapes/flats), supplies (bags, strands), paperwork (checklist, invoice)
- Product management: load outs, inventories, quality-stains/damage, tape changes
- Load truck: organization, night before service, invoices, check rails, count-by-man, linen control sheet, maintain route books
- Account appearance: organization of rails, hanger racks, plastic, wet bags, posters and repaid bags
- Unload Truck: check-in (repairs, disco, NOG, Spot Light, Bio), empty, soiled sort, pockets
- Truck Maintenance: timely communication of repairs, PM, accidents
- Safety and OSHA Compliance: BBP, gloves, bio hazard bags, truck fogging, checking pockets
- Comply with company policies and procedures (refer to company policy & procedure manual)
- Ability to lift 25 pounds on a frequent basis
- Ability to drive commercial motor vehicle for up to 10 hours on a daily basis

Preferred Qualification: Education and Experience:

- High School Diploma or equivalent
- Valid Driver's License and Excellent Driving Record
- Sense of direction/knowledge of area
- Professional Appearance

Required Competencies:

- Respect – Value all we come in contact
- Honesty – Be guided by truthfulness in all we do
- Safety – Keep ourselves and those around us safe
- Excellence
- Salesmanship – Ability to indentify needs and customer relationship for our products and servcies
- Leadership – The ability to lead and direct co-workers and associates to streamline production, improve productivity and increase profitability.
- Knowledge - Practical insight specific to the textile services industry and operations.
- Decision Making – Identify problem/root causes and develops alternative courses of action and makes decisions that are based on logic assumptions which reflect factual information.
- Communication – Excellent oral, written, phone and face to face communication skills with associates, customers and managers.
- Integrity/Accountability/Follow Through – Demonstrates commitment to personal productivity and work quality. Attends to task from inception to final resolution and accepts personal responsibility for assigned work.
- Creativity – Looking for new and innovating ways to improve customer satisfaction.
- Dependability- able to come to work on time every day