



JOB DESCRIPTION

Customer Service Representative

Customer Svc & Sales Department

Reports To: Director of Sales & Customer Svc

Direct Reports: None

FLSA Status: Non-Exempt

Effective: August 2026

JOB SUMMARY

Provides customer service by sharing product information and pricing, processing orders, and addressing customer needs. Prepares quotations and proposals; coordinates travel arrangements for employee field service assignments with Engineering and Sales management; attends weekly sales and production meetings; and prepares sales reports as directed by management.

JOB DUTIES AND RESPONSIBILITIES

Customer Service

- Respond to customer requests by email and phone.
- Provide quotes for replacement parts and new equipment.
- Work with Engineering to research equipment information and part numbers.
- Enter customer orders into the system.
- Communicates project status and shipment updates to customers.
- Coordinates domestic and international shipping arrangements.

Parts & Equipment Proposals

- Prepare equipment and parts quotations and proposals, including specifications, purchase agreements, supporting literature, and customer cover letters.
- Drafts proposals for review by Sales Managers or Engineers as requested.
- Communicate proposal information to prospective customers and maintain related records.
- Enter all orders into the company ERP system.
- Processes progressive billing invoices, follows up with customers on billing status, sends invoices, and monitors collections on past-due accounts.

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Other

- Attend weekly sales and production meetings.
- Arranges employee travel for equipment installations, including airfare, lodging, and car rentals, and completes service call invoicing.
- Performs filing and other clerical support duties.
- Maintains the office area.
- Perform other duties and special projects as assigned by Sales and Engineering management.
- Assist with marketing and trade show activities.

JOB REQUIREMENTS

- High school diploma or GED with 2+ of related customer service experience required
- Technically proficient with software, especially Microsoft Word and Excel spreadsheets. Exposure to ERP systems a plus.
- Knowledge of mechanical parts, engineering drawings and bills of material
- Strong written and verbal communication skills
- Strong interpersonal skills
- Good organizational skills
- Ability to handle multiple, concurrent projects and tasks.
- Ability to work well with others in a team environment.

PHYSICAL DEMANDS/WORKING CONDITIONS

Work is performed in a typical office setting and requires frequent phone and computer use. Strong attention to detail. Occasional travel.

COMPENSATION & BENEFITS DISCLOSURE

Moline Machinery values fair, transparent, and competitive compensation, considering each candidate's unique skills and experiences. The estimated base pay range for this role is \$50,000 to \$70,000 with offers typically not made at the maximum, allowing for future salary increases. The actual salary at the time of offer depends on business related factors like skills, experience, training/education, business needs, current associate pay, and relevant employment laws. Individuals will be eligible after 90 days for the Moline Machinery Incentive Plan, providing an opportunity to annually earn up to 13% of the base compensation for each calendar year.

Company sponsored benefit programs include Health Plan, HSA, Dental Plan and Employee Assistance Program. Other benefits include firm-sponsored basic life and long-term disability coverage, a 401(k) savings plan, generous and flexible time off, and eight paid holidays. Voluntary benefit offerings include accident insurance, dependent care FSA and supplemental life/AD&D. Eligibility for all benefits programs is dependent on annual hours expectation, position status/level and location.