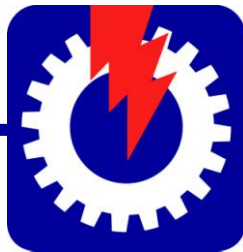


ELECTRO-MOTION



INCORPORATED

Job Description: Customer Service - Contract Renewals/Database Management

Electro-Motion, Inc. maintains the emergency power systems of customers throughout the Bay Area. Our clients are the Who's Who of Silicon Valley in Technology, Biotech, Pharmaceuticals, Property Management, Hotels, Hospitals, and Municipalities. We help keep these organizations up and running by ensuring their emergency power systems are ready when needed. We are a team-oriented group that has successfully served this market for 50 years and are a leader in the field. Our focus is to continue to excel and grow our business, utilizing new technologies and applications, all while we enjoy the camaraderie of remaining a small company.

We build strong relationships with our clients over a period of years by providing consistently high levels of service and a commitment to quality and responsiveness. We maintain a very high renewal rate as a result of meeting our customers' needs.

RESPONSIBILITIES:

- Provide input and participate in Customer Service software implementation
- Lead the preparation of contract renewals for existing customers
- Track and update activity and customer information using Salesforce.com
- Develop contract pricing utilizing existing models and integration with Service software
- Track renewal timing requirements and sales pipelines using Salesforce.com

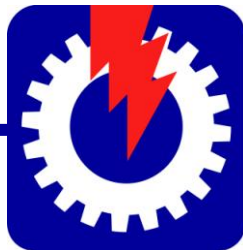
SKILLS REQUIRED:

- Effective communication and presentation skills, both verbal and written
- Anticipate Customer needs and manage workflow independently
- Demonstrate attention to detail and strong organizational skills
- Proficiency in Salesforce or similar CRM, Microsoft Outlook, Word, and Excel
- Enjoy working with others, and working with a dynamic customer base

1001 O'Brien Drive Menlo Park, CA 94025

T: (650) 321-6169 • F: (650) 321-5043 • hr@electromotion.com • www.electromotion.com

ELECTRO-MOTION



INCORPORATED

EXPERIENCE DESIRED:

- 3-5 years of experience in Customer Service, using database management
- Familiarity with working in a Business to Business sales/service environment

BENEFITS:

- We offer a generous medical/dental package, vacation/holiday schedule and flexible work hours

HOW TO APPLY:

Contact us today and join our exceptional team! Please send us your resume as a separate attachment (reference **CS170605** in the subject line) to **HR@electromotion.com**. Electro-Motion strongly values diversity and is committed to equal opportunity and non-discrimination in all of its policies and practices, including the area of employment. Accordingly, EMI does not discriminate against any person on the basis of race, color, sex, sexual orientation or identity, religion, age, national or ethnic origin, political beliefs, marital status, medical condition, genetic information, veteran status, or disability. Women and men, members of all racial and ethnic groups, people with disabilities, and veterans are encouraged to apply.

This position is based in Menlo Park.

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