



Customer Service Representative Salary, Exempt

Job Summary: Responsible for daily customer communications including order status and tracking, addressing complaints and questions, providing information about products and services and processing returns.

Reports To:

- Sales Manager

Essential Functions:

Responsible for daily direct communication with customer contacts, including but not limited to:

- Resolving product or service problems by working with various departments and communicating with the customer contact until resolution is achieved
- Assisting accounts with placement of orders, tracking of shipments and return authorizations
- Working with the order entry team to ensure pricing and order details are correct
- Working with the shipping and distribution teams to ensure the highest level of service
- Assisting the sales and marketing analyst with maintaining customer files and product detail, portal updates, new product launches and forecast updates
- Working with the sales team to stay updated on product knowledge and stay informed of any changes in product offerings or general industry updates
- Maintaining a high level of professionalism and working to establish a positive rapport with all customer contacts

Knowledge, Skills, and Abilities:

- Skilled in active listening, managing multiple tasks, following through and relationship building
- Ability to troubleshoot and think critically
- Ability to remain professional and courteous at all times
- Basic knowledge of computer software and office systems
- Excellent verbal and written communication skills

Education and Experience:

- High school diploma or equivalent
- Customer service experience preferred
- Language Skills – Must be able to communicate in English, verbally and in writing
- Computer Skills – Must be proficient in Microsoft Office Excel and possess basic skills with other Microsoft Office programs

Work Environment and Physical Demands:

- The employee is regularly required to talk on the phone and use the computer and other activities typical to an office environment
- Frequent interaction with others
- Priorities usual change, which may create a sense of time pressure to meet deadlines

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.