

CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

**Job Title: Customer Service Representative Employment Status:
Non-Exempt**

**Department: Customer Service Reports To: Customer
Service Manager**

SUMMARY OF JOB:

A Customer Service Representative is responsible for engaging with customers on behalf of the company. Duties include answering phone calls and emails from customers to answer questions, and ordering product from the warehouse or factory.

RESPONSIBILITIES:

- Providing customers with product information
- Taking customer orders, writing up documentation related to the order, and relaying that information either to the warehouse or the factory to be filled.
- Troubleshooting issues with the product, answering questions on delivery dates, and advising customers on replacement products
- Staying educated on all new products that the company is offering
- Maintain a professional, positive manner when talking with customers in-person, over the phone or by email.

REQUIRED SKILLS:

- Customer Focus: Builds and maintains customer satisfaction with company products and services; provides excellent service to internal and external customers
- Communication: The ability to express oneself clearly in conversations and interactions with others. Organizes information clearly and concisely in written communication.





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- **Time Management:** The strategy of structuring your work in a way that allows you to accomplish your daily tasks and achieve your goals.
- **Problem Solving:** Resolves difficult and complicated challenges. Probes all constructive sources for answers to develop solutions
- **Team Player:** Encourages team unity through sharing information or expertise; working together to solve problems and putting the team's success first

WORK RELATIONSHIP:

- Reports to the Customer Service Manager
- Internal and external customers
- Outside sales staff

EDUCATION:

- High School Diploma or GED
- Post-Secondary Education a plus
- One to Three Years of Customer Service Experience

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