
Customer Service Representative

Reports to Customer Service Team Leader

FLSA Status: Non-Exempt

Job Purpose

This position works directly with customers, sales and internal departments to execute order entry and processing. This position also acts as a resource to customers, sales and internal departments to facilitate complaint resolution and on-going communications.

Duties & Responsibilities

Primary duties and responsibilities include, but are not limited to the following:

- Review customer orders for completeness and accuracy (fax, web, vision & email).
- Enter orders in Dynamics, GP for processing and shipment.
- Inform interested parties of delays or other important information regarding orders.
- Communicate scheduling priorities to responsible production personnel.
- Enter manufacturing orders to support off-line imaged product line.
- Communicate and follow-up on special requests to verify needs have been met.
- Maintain account status and communications in CRM.
- Maintain and build customer relationships by providing professional and friendly communications and service.

Qualifications

Basic Qualifications include:

- High school diploma or equivalent, Associates degree or higher preferred.
- Excellent listening, written and verbal communication skills.
- Display courtesy and tact when dealing with others.
- Ability to work under pressure to meet deadlines, while dealing with interruptions.
- Pays close attention to details and completes work with high accuracy.
- Self-motivated with the ability and willingness to learn and apply.
- Technically savvy with computer systems, software and communication tools, demonstrating comprehension and proper execution.

Working Conditions

This position works in an office, warehouse and print production environment. An employee is expected to learn the duties of their job in a reasonable amount of time and demonstrate a desire to learn and do more. Attention to detail is critical. Good attendance and punctuality is critical. Able to maintain effective working relationships and work in a team environment. Must work in a safe manner and maintain a neat and organized work area.

Physical Requirements

This position requires extended periods of sitting while using computers and other communication devices. Occasional bending, squatting, reaching, pushing, pulling and walking.

Direct Reports

This position has no direct reports but is expected to work in a team environment.