

Title: Customer Service Specialist
Date Last Modified: Mar 2021

Department:	General & Administrative	Classification:	Non-Exempt
Supervisor:	Director of Customer Experience	Grade:	G
Status:	Full Time	EEO Group:	2

Position Objective:

Prepares correspondence, and fulfills customer needs to ensure customer satisfaction in a friendly and professional manner. Processes orders accurately and in a timely manner. Has knowledge of commonly used concepts, practices, and procedures. Relies on instructions and pre-established guidelines to perform the functions of the job and contributes to innovating processes. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

Essential Functions and Responsibilities:

- Actively participates in promoting, supporting and enhancing our Core Purpose, Core Values.
- Maintain a positive work atmosphere by acting and communicating in a manner that promotes cooperation with customers, collaborators, vendors, co-workers and management.
- Fully embraces Great Game of Business (GGOB), Scaling Up, and all strategies and activities related to financial transparency and information sharing, including timely updates to revenue goals.
- Process distributor and customer purchase orders in a timely manner
- Process product sample requests from regional TSM and R&D
- Communicates with domestic and international distributors and customers regarding order status, changes in orders and provides general pricing information
- Communicates with call/email requests from end users where they can purchase our products
- Send order confirmations to distributor and customer purchasing agents
- Ensures appropriate pricing, shipping and other fees are applied to all orders
- Prepares orders in NetSuite for invoicing
- Provide order status and delivery confirmations upon request
- Provide shipment quotes
- Works closely with logistics/shipping/vendor/finance to assure timely order fulfillment and invoicing
- Completes new customer profiles in CRM system
- Process approved product replacements or credits timely
- Frequent communication with Sales team contacts for sales to order processing follow through.
- Logs cases into Netsuite
- Attend weekly customer service meetings in order to develop/enhance customer service department
- Other duties as assigned

Essential Qualifications - Education, Experience, Skills:

- Associates Degree
- 2-5 years of customer service experience
- Excellent computer skills

- Accuracy is a must
- Experience with NetSuite
- Ability to prioritize and organize
- Strong verbal and written communication skills
- Good problem-solving skills
- Ability to work well with people at all levels

Essential Values:

(For all employees; all of equal importance)

- OUR Team – ONE Company
- We Honor OUR Commitments
- Our Customers' Success is Our Success
- We have the RIGHT Conversations

Physical Demands:

- Computer keying repetitive motions
- Possible eye strain, backache, headache
- Minimal travel required

Manager Comments:

Employee's sig.:		Date:	
Supervisor's sig.:		Date:	
President's sig.:		Date:	

PHYSICAL ACTIVITY CHART – Customer Service Representative

ACTIVITY	OCCASIONALLY REQUIRED	FREQUENTLY REQUIRED	List JOB RESPONSIBILITIES that require physical demands checked
Standing	X		Copying, faxing.
Walking	X		In office
Sitting		X	All duties
Lifting			
Carrying	X		Office supplies
Pushing			
Pulling			
Climbing			
Balancing			
Stooping			
Kneeling			
Crouching			
Crawling			
Reaching			
Handling			
Feeling			
Speaking		X	Interaction with employees, distributors
Hearing		X	Speaking with employees, distributors
Seeing		X	Computer work, forms, reports
Depth Perception			
Color Vision			
Repetitive Motion		X	Keying and clicking mouse for computer