

## Job Description

**Job Title:** Customer Service Representative

**Reports To:** Customer Service/Shipping & Receiving Supervisor

**FLSA Status:** Non-exempt

**Department:** 520

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### Summary:

To assist customers and representatives with customer inquiries, order taking, and support of the new and existing accounts.

### Job Duties and Responsibilities:

1. Apply knowledge of company products/services to efficiently process customer information, and respond to inquiries and complaints in a diplomatic manner.
2. Receive customer inquiries and product orders by telephone, email, and/or fax.
3. Write up customer order with appropriate numbers, quantity and pricing.
4. Input appropriate customer order information into computer.
5. Confirm Order Acknowledgements.
6. Maintain updated, organized files on all assigned customers.
7. Complete and submit customer activity reports each week on sales and backlog orders.
8. Analyze customer accounts and promptly make corrections and/or modifications to files.
9. Track on time delivery of shipped products.
10. Support Order Fulfillment by validating pulled orders.
11. Provide Administrative Support to the Verdi plant.
12. Performs other related duties as assigned.

### Skills:

Verbal Communication Skills

Written Communication Skills

Reading Comprehension

Active Listening

Technical Communication

Critical Thinking

Professionalism

Computer Literacy

Keyboard Skills

Customer Relations

Customer Service

Diplomacy

Filing

Math Aptitude

Organization

Project Management

Time Management

Flexibility

**Physical Requirements:**

The Customer Service Representative may exert up to 30 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects. This position may require sitting for long periods of time, but will frequently be moving about the office. Will need to position oneself for filing. Must be able to communicate information effectively with internal and external customers. Reading and analysis of data is required. Reasonable accommodations can be made if necessary.

**Education/ Experience:**

High School Diploma or Equivalent. Prior work related experience required.

**Acknowledgement for Receipt of Job Description:**

I acknowledge that Ms. Carita SafeTruck is an At-Will Employer. I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties. I understand that this job description in no way states or implies that these are the only duties to be performed and that I will be required to follow any other instructions and to perform any other duties requested by my supervisor.

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Employee Name (Print)

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Employee Signature

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Date

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Supervisor's Signature

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Date