



JOB OPPORTUNITY

Date: December 6, 2016
Position: Customer Service Representative

PRIMARY RESPONSIBILITIES:

- Communicate with customers and consumers via telephone, fax, mail, and electronically
- Take and process orders
- Provide information on order status, lead time, product availability, pricing, retail sources of supply, repairs, and billing
- Fulfill outgoing consumer responses
- Resolve problems to insure customer satisfaction
- Follow up on orders, request and services
- Use NetSuite CRM program to record and process customer requests, special needs and cases
- Apply account, salesman, pricing, terms, and promotional information required to further process orders as well as control totals
- Present coded orders for entry on a timely basis and resolve questions related to those orders promptly
- Process appropriate request for merchandise returns
- Process and follow up on EDI orders falling in either "rapid load" or "auto load" edits
- Coordinate maintenance of Customer Master File and Customer Item Profile Records with supervisory personnel

EDUCATION, EXPERIENCE & SKILLS REQUIREMENTS:

Associates degree plus one to two years related experience in a consumer packaged goods environment. Good Organizational skills and the ability to prioritize multiple tasks. Articulate and pleasant phone manner. Solid professional communication skills both written and verbal. Must have a command of the English language. Order entry experience. Must be PC literate with working knowledge of Microsoft Office Suite of software, and database applications.