

Customer Service Representative

Job Summary

This position responds to customer's inquiries or needs regarding the organization's products or services. Determines best method to ensure customer satisfaction and adherence to the organization's policies. Help develop and improve phone-based revenue generation through the creation of sales leads, initiation of prospect calls, and establishment of ongoing rapport with existing and potential customers. Coordinates with appropriate departments to ensure customer satisfaction. Informs customers of standard procedures or resolution of issues. Follows up, either verbally or in writing. Must be knowledgeable of the organization's policies, procedures, practices, products and services. Responsible for order management by handling all the details from purchase order to shipment of product.

Responsibilities

- Answer phone queue
- Order processing
- Respond to emails and faxes
- Maintain existing accounts
- Serve as primary account contact
- Support Sales Representatives to verify pricing discounts and customer details.
- Maintain detailed files and documentation
- Initiate Return Materials Authorizations (RMAs), AAA (Credits/Debits), and Damage Claims
- Work closely with manufacturing, quality, technology and warehouse personnel to meet customers' requirements
- Provide customers with accurate product pricing and delivery information
- Obtain accurate information from vendors relating to shipment dates and expected date of delivery
- Monitor scheduled shipment dates to ensure timely delivery and expedite as needed.
- Generate purchase orders and requests for quotations
- Generate new and repeat sales by providing product and technical information in a timely manner
- Recommend alternate products based on cost, availability or specifications
- Educate customers about terminology, features and benefits of products in order to improve product related sales and customer satisfaction
- Experience in handling logistics and customs issues
- Other tasks as required

Requirements

- High School diploma or College degree is preferred
- 3 years or more of directly related customer service experience preferred
- High sense of urgency, and comfortable in fast-pace environment
- Good written skills – must be able to communicate via phone, fax, and email effectively with customers
- Good verbal skills – must be able to explain technical information clearly
- Organizational skills
- Ability to multi-task
- Ability to handle high call volume
- Excellent and confident customer support skills and positive disposition
- Knowledge of logistics/transportation company and customs
- Microsoft Office skills (Outlook, Excel, Word)