

Job Title: Customer Service Representative

Brief Description

Provides service for the Customer to oversee all aspects of communication with the company by performing the following duties.

Responsibilities

- Talk with Customers by phone and receive orders, quote requests, follow-ups and all other inquiries.
- Responsible for data entry of all orders for the Customer through direct contact, mail, fax, or e-mail.
- Evaluate historical data while processing order to bring on the warehouse floor and assist with inventory control.
- Provide expertise in solving Customer problems.
- Respond to customer inquiries on the telephone through on- line networks, by mail and facsimile.
- Perform contract review work processes on Customer Purchase Orders.
- Write Customer quote requests, sample requests, formal quotes to Customers for prospective accounts.
- Handle Customer problems that arise from the use of the product. Handle requests for replacing and picking up defective parts.
- Coordinate changes to order on account as necessary.
- Perform other duties and/ or responsibilities as assigned.

Qualifications

Education and Experience

- Previous experience in Customer Service

Knowledge, Skills & Abilities:

- Ability to work in a fast paced environment
- Customer focused
- Detail Oriented
- Ability to manage and prioritize multiple tasks
- Personal strength and fortitude in stressful situations
- Ability to communicate effectively both verbally and written with customers, clients and co-worker