

## JOB TITLE: PART TIME CUSTOMER SERVICE REPRESENTATIVE

### JOB DESCRIPTION:

The Part Time Customer Service Representative will provide service and support to our customers, sales representatives and sales team. Responsibilities include customer service duties, processing customer orders and processing sample and sales material requests. This position reports directly to the Customer Service Manager.

### JOB DUTIES AND RESPONSIBILITIES:

#### **Customer Service, Order Entry/ Processing and EDI Transfer**

- Effectively process all incoming calls in a professional, friendly and timely manner
- Communicate with customers to resolve problems and concerns in a courteous, professional and timely manner
- Provide all customers with consistent, quality service in accordance with company procedure
- Enter and process orders
- Make sales calls to existing customers
- Print order tickets and prepare mailings
- Deliver orders to the Shipping department
- Pull small orders when necessary
- Expedite orders with Production and Shipping
- Review orders and decide to ship or wait for a work order/purchase order
- Create work orders for out of stock items
- Perform order entry and EDI downloads and transfers
- Be proactive in communicating with customers regarding problems or delays
- Communicate with reps, you report to the Director of Sales for this duty
- Preparation and mailing of sample cards, sample yardage, catalogs, sales materials and sample card books for customers and sales reps
- Communicate with internal departments
- May perform receptionist and operator duties
- Perform various additional administrative functions as needed or assigned, including correspondence and filing

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Exceptional interpersonal and organizational skills
- Computer skills – proficient in Microsoft Office applications and Outlook
- Effective communication/comprehension skills - verbal and written
- Math Skills - Ability to add, subtract, multiply, and divide in all units of measure
- Basic typing and number pad data entry skills
- Ability to function independently and multi-task

### MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE:

Related Associate's Degree or equivalent work experience

Minimum of 2 years Customer Service experience in a Sales driven Customer Service organization