

**Position Title:** Customer Service Representative\*\*\*  
**Category:** Non-Exempt  
**Reporting Relationship:** Reports directly to GM

**Position Summary:**

This position is responsible for interfacing with customers prior to and/or after sale. Develop and maintain positive customer relations and coordinate with various functions within the company to ensure customer requests are handled appropriately and in a timely manner. Along with inputting work orders, reviewing jobs, proof reading and working against strict timelines.

**Essential Functions:**

- Put in job orders for staff from clients received, whether through email, walk-ins or other forms.
- Review customer inquiries to determine appropriate process for completing in time given.
- Provide client with quotes, answer questions or complete task.
- Ensure production scheduling and shipping are on schedule
- Proof reading for quality control internally and externally prior to sending to client.
- Informs customer of unit prices, shipping date, anticipated delays and any additional information needed by customer. Prints shipment documents and forwards to the warehouse crew for shipping/delivering. Records or files copy of order received.
- Follows-up on orders to ensure delivery by specified dates.
- Checks shipping orders to ensure they are accurate with regards to quantity shipped. Specifies if special labeling is required for shipment and in some instances supplies to the shipping department.

**Knowledge, Skills and Abilities:**

- Proficient in MS Office, specifically Excel, Word and Outlook
- Excellent oral/written communication skills
- Familiar with current product lines and customer base.
- Excellent customer relationship skills
- Attention to detail
- Organization skills
- Outgoing personality.
- Ability to read and interpret documents such as procedure manuals, work instructions, software manuals. Ability to write routine reports and correspondence.

**Minimum Qualifications**

- High school diploma or general education degree (GED);
- or one to three months related experience and /or training;
- or equivalent combination of education and experience.
- Prior experience with the general public (customers) is a plus.