

BARRETT DISTRIBUTION CENTER POSITION DESCRIPTION

Position Title: Customer Service Representative

Date: June 2014

Reports To: Customer Service Manager

FLSA: Non-Exempt

GENERAL SUMMARY

Provide excellent customer service, through active listening and professional communication, to identify root causes of customer issues and ensure timely resolution. Process orders, respond to inquiries, answer requests for information, and respond to service failures in a prompt, courteous and effective manner. Maintain accurate and current inventory records in accordance with customer and company specifications. Responsible for the accurate and timely production of customer invoicing. Continually focus on the improvement of his/her processes to ensure customer's needs are being met, while maintaining high quality, cost effective logistics services. Consistently exceed corporate values and objectives.

ESSENTIAL JOB FUNCTIONS

- Accurately process inbound and outbound paperwork in a timely manner. This includes confirming the accuracy of data entry, reconciling the system, output to the customer's documents, and ensuring that all special requests are appropriately addressed and followed through.
- Timely and accurately invoice customers for receiving, outbound processing, month end billing, and all special requests and services. File billing timely and accurately in customer files.
- Serve as liaison between warehouse personnel and customer. Resolve problems as they occur and ensure that accurate and complete information is conveyed to all.
- Write and complete accurate business correspondence to customers and team.
- Apply professional, polite telephone communication skills.
- Apply extraordinary customer service in a courteous, efficient and professional manner.
- Pay attention to detail to detect discrepancies on records or reports.
- Listen for hidden messages to obtain information from customers and warehouse staff.
- Seek opportunities to sell value-added services to customers when the occasion arises.
- Follow order fulfillment to the end (in warehouse and with customer) to ensure a successful and timely conclusion.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

- Show concern about attendance, and attentiveness. Must meet commitments; accept accountability and stay focused under pressure. Adhere to established guidelines and rules of the organization outlined in the employee manual.

OTHER DUTIES AND RESPONSIBILITIES

- Other duties as assigned.

COMPETENCIES

- Communication - Able to respond and exchange ideas clearly and effectively through writing, speaking, and presentations; shares appropriate information to keep people informed; is seen as approachable.
- Teamwork - Values the opinions of others; assists others when needed; participates effectively as member of a team; balances personal contributions and needs with those of other members of the team to achieve common objectives.
- Problem Solving - Analyzes problems to identify probable cause; thinks of new possibilities; identifies critical issues and develops options for addressing them; able to incorporate other viewpoints as part of the process of developing solutions.
- Initiative – exhibit constant and earnest effort to accomplish assigned duties and be willing and eager to take on additional duties.
- Customer Orientation – develop strong relationships with customers.

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES

- Some college, two years business experience required.
- Word processing knowledge and warehouse management systems preferred.
- Knowledge of principles and processes for providing customer and personal services. This aptitude includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to read, write and communicate in the English language.
- Basic math skills.
- Basic computer skills.

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- Bilingual Spanish skills a plus.

WORKING CONDITIONS/PHYSICAL DEMANDS

- Regularly sit, and use hands to finger, handle or feel or to talk or hear.
- Frequently reach with hand and arms, and stand and walk.
- Occasionally lift and or move up to 10 pounds.
- Specific vision abilities required by this job include close vision and ability to adjust and focus.
- The noise level in the work environment is usually moderate.
- The temperature in the work environment can vary from extreme heat to extreme cold.

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