



## **CUSTOMER SERVICE REPRESENTATIVE**

**This is a Temp to Hire position**

### **About the position**

As a Customer Account Representative, you will manage the needs of existing and potential customers. This includes receiving requests/inquiries from customers and providing information and price quotations to customers. Processing sales orders and returns and coordinating with other departments through to completion. Resolving routine and basic problems and communicating solutions or requested information to the customer.

There is a strong customer service component to this position. Often as the first line of contact customers have, the account representative provides support to other areas including:

- Handling the needs of outside sales representatives.
- Providing support to the accounting department.
- Supporting the senior personnel in the functional area.
- Working with production to expedite and ensure timely delivery of scheduled shipments.

### **Essential Responsibilities**

- Sends product literature, price quotes, references, and other data to customer.
- Prepares sales order configurations and price quotes and routes to customer.
- Manages paperwork for returned goods and forwards to receiving and accounting.
- Analyzes and resolves customer queries in accurate and timely manner.
- Provides excellent customer service to ensure customer satisfaction.

### **Qualifications**

- Active listening, negotiating, and critical thinking.
- Works under moderate understanding of general aspects of job.
- Maintains positive working relationship with customers.
- Ability to build relationships and work with different teams.

### **Education and/or Experience**

- High school diploma or its equivalent.
- Previous manufacturing experience preferred.
- Knowledge of Visual ERP system and Microsoft Office software.

### **No Supervisory Responsibilities**

**OUR CORE VALUES: PASSION / LOYALTY / PRIDE / INTEGRITY / TRUST**