

	TITLE: Job Description – Customer Service Representative		
	REVISION # 1	REVISION DATE September 8, 2017	REFERENCE CSD-JDS-001
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Position Title: Customer Service Representative

Reports To: Regional Sales Manager

Summary Overview:

The Customer Service Representative is responsible for customer service and order management activities. You will support revenue generation by obtaining and processing orders through understanding and interpreting customer requirements. A strong customer focus in providing optimal customer solutions is required.

Primary Accountabilities & Result Areas:

- 1) Build relationships and engage customers by going above and beyond.
- 2) Accurately receive and process quotations and sales orders by phone, fax and email, meeting Flexitallic customer service commitment objectives.
- 3) Manage large call volume.
- 4) Identify and assess customers' needs to achieve satisfaction.
- 5) Handle customer complaints, proving solutions and alternatives within specified timelines. Follow up to ensure resolution.
- 6) Maintain documents according to procedures and policy.
- 7) Coordinate, track and follow up on customer activities.
- 8) Job management activities to support on time delivery.
- 9) Follow communication procedures, guidelines and policies.
- 10) On Call rotation

Typical Duties, Actions and Responsibilities:

- Process customer orders ensuring customer requirements are being met within the required lead times.
- Support issues in a timely manner, coordinating internal departments as necessary.
- Job management activities to support on time delivery.

Experience Qualifications and Related Skills:

- 3-5 years direct work experience in an inside sales or customer service capacity. Consideration will be given to previous manufacturing/customer service experience.
- Exceptional customer service skills & experience.
- Strong phone contact handling skills and active listening.
- Clear and professional verbal and written communication abilities.
- Strong interpersonal skills and an ability to develop and maintain good working relationships with customers and co-workers.
- Attention to detail
- Ability to multi-task, prioritize, organize, and manage time effectively

- Proficiency in MS Office products; in particular, Word & Excel.

Education Qualifications:

- High School Diploma
- Post-secondary education in Business Management is considered a definite asset
- Technical experience considered an asset