



# Position Description

<b>Position Title:</b>	Customer Service Representative
<b>Reports to:</b>	Customer Service Manager
<b>Reports:</b>	No Reports
<b>FLSA:</b>	Non-Exempt
<b>Department:</b>	Customer Service
<b>Date:</b>	04/19/24

**Position Summary:** This position serves as the frontline communication with our customers. Customer Service Representatives are responsible for entering customer orders into our ERP system, coordinating with plant personnel to make sure product is ready when needed ensuring on time shipment and coordinating with customers and freight carriers to ensure on time delivery by land, air or sea.

## Essential Functions:

1. Receive, confirm and process all orders (domestic and international) for given territory accurately and timely.
2. Communicate professionally with customers, prospective customers, and internal departments regarding status of orders.
3. Obtain freight quotes and arrange cost effective shipments.
4. Prepare and distribute paperwork to customers, internal departments and carriers including proformas, sales orders, pick tickets, schedule B's, packing slips, bill of lading, commercial invoices, and any other required documentation per customer requests and hazardous regulations.
5. Coordinate sample requests with shipping, sales, and the customer.
6. Maintain accurate pricing information in ERP system and customer files.

## Nonessential Functions:

1. Prepare ad-hoc sales reports as requested by customers and other departments
2. Assist in data entry for ERP system set up.
3. Answer phones and other duties as assigned.

## Competencies:

1. Customer service
2. Communication skills
3. Flexibility and adaptability
4. Works well in a team
5. Quality of work
6. Ability to multitask

## Work Environment:

1. This position is performed in an office setting, five days a week with typical work hours being 7:45 am through 4:00 pm. Regular in person attendance is required with the ability to telework in special circumstances. Occasional overtime may be required.

2. Frequently this position will be required to walk into the plant or up stairs into the lab to gather information or collaborate with other departments.
3. This position is salaried.

**Physical Demands:**

1. While performing the duties of this job, the employee is regularly required to lift, walk, stand, sit, bend, reach with hands and arms, climb, push/pull, use hands, and see, hear and speak.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. The noise level in the work environment is usually moderate.

**Technical Expertise/Specialized Knowledge:**

1. Proficiency in MS Office [Outlook, Excel, Word] and Adobe or similar software is required.
2. Experience with Datacor/Chempax is preferred.
3. Ability to use computer, copiers, fax machine and scanner is required.

**Education and Experience:**

1. Education: High School Diploma or equivalent is required; Bachelor's degree is preferred.
2. Certification: Current DOT certification or ability to obtain certification within 90 days of hire is required. Current IMDG and IATA certifications or ability to obtain certification within 12-18 months of hire is required.
3. Years of experience: 2 to 5 years general customer service experience is required. Customer Service in manufacturing setting is preferred.

This job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

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Employee's signature

\_\_\_\_\_  
Date

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Manager's signature

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Date