

Customer Service Representative

All Locations

POSITION PURPOSE:

Reporting to the Customer Service Manager, this role is responsible for owning and continuously improving the customer experience by providing quality service that will promote exceptional customer satisfaction through professional and accurate handling of customer needs.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Provide accurate and efficient reporting to meet and exceed customer needs.
- Process customer claims including returns and credits.
- Promptly, address and resolve customer inquiries regarding delivery, specification/quality, shipping, and pricing.
- Support inventory management objectives by communicating lead times and minimum order requirements to the customer and notifying Supply Chain and Sales of any customer forecasting adjustment requests.
- As a sales team member, collaborate with the Sales lead to facilitate the efficient and accurate handling of all customer needs.
- Maintain regular communication with all internal departments including: Supply Chain, Shipping and Distribution, Quality, Manufacturing Operations, Pricing, Product Management, Engineering and Sales.
- Possess knowledge of the features and benefits of AmesburyTruth products.
- Proactively manage orders with the appropriate Manufacturing, Supply Chain and Shipping/Distribution support resources to ensure on-time delivery based on the requested date.
- Solve problems that promote on-time delivery by collaborating with all internal functional partners to continuously enhance the customer's experience.
- Provide guidance to Manufacturing and Supply Chain to set priorities that best serve our customers by utilizing the order escalation process.
- Build solid relationships with the customer base and earn the reputation of "owning" the account.
- Be a change agent that keeps customer support in line with ever-changing business practices.
- Model the AmesburyTruth values in written and oral communication.
- Assess customer satisfaction by documenting customer feedback and communicating the "Voice of Customer" to the organization.
- Where applicable, optimize freight and shipping costs on prepaid, expedited orders.
- Mentor new associates and demonstrate leadership and maturity in all interactions.
- Partake in self-development by researching, reading, and participating in seminars/training activities related to the growth of customer care and the customer's experience.
- Ensure confidentiality and approachability with all levels within the organization.
- When required, process orders by entering and verifying pricing and product specifications.
- Review customer sales orders entered by the Order Entry Team for accuracy.

• KNOWLEDGE / SKILLS / ABILITIES:
<ul style="list-style-type: none">• Must demonstrate proficiency in Microsoft Office Word and Excel.• Strong written and verbal skills - this position is directly responsible for communicating by phone and email with a focus on teambuilding and customer relations.• Outstanding organizational, multi-tasking and problem-solving abilities.• Experience with ERP systems within a manufacturing environment preferred.
QUALIFICATIONS / PRIOR EXPERIENCE:
<ul style="list-style-type: none">• Minimum of five (5) years of experience within Customer Service.• High School Diploma or GED required.
WORK ENVIRONMENT/OTHER REQUIREMENTS
<ul style="list-style-type: none">• Ability to operate office equipment (scanner, printer, copier, telephone, and computer)• Capacity to talk/hear/sit for prolonged periods of time with a high sense of urgency and proactive approach to problem solving.

The above statement reflects the general details considered necessary to describe the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Interested candidates please send your resume to careers@amesburytruth.com.