



CS0015
05/13/2019

Job Title: **Customer Service Representative**

Shift: 1

Department: Customer Service

Location: Sioux Falls

Reports To: Customer Service Manager

FLSA Status: Non-Exempt

Position Purpose

- This position is responsible for representing AmesburyTruth when working with customers and the sales team. The primary objective is to provide quality service and communication in a manner that will promote optimum satisfaction and service through professional and accurate handling of customer needs.

Essential Duties & Responsibilities

- Build and maintain customer relationships
- Facilitate communication between the customer and the operations organization, assuring their satisfaction while staying within Sales and Marketing policies and alerting the organization where appropriate
- Understand the policies and procedures and to use them as a guideline in daily tasks
- Maintain accuracy and efficiency of the department so that customer needs can be met satisfactorily
- Process and key orders while working with scheduling and operations
- Assess risk of customer dissatisfaction and report to the Customer Service Manager as necessary
- Process complaints, CAR (Corrective Action), returns and credits
- Evaluate and execute pricing based on order processing parameters
- Support Inventory management objectives – material requirements and lead times

Knowledge / Skills / Abilities

- 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
- Experience with ERP systems within a manufacturing environment preferred
- Requires the ability to handle multiple high priority projects at any given time
- Strong work ethic, ability to team work, reliable

Qualifications / Prior Experience

- Minimum of three years of experience in a customer service role preferred
- Previous experience in data processing and telephone skills
- Able to demonstrate leadership, organizational and problem-solving skills

- Use standard office equipment: Computer, printer, copier and scanner

Work Environment / Other Requirements

- Physical requirements include but may not be limited to: Sit, talk and hear. Is frequently required to walk and reach with hands and arms. They may be required to stand; use hands to finger, handle, or feel; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision
- The incumbent is required to practice good housekeeping skills and follow all company safety policies.

If you are interested, please submit resume to **Emily Sutton** – Emily.sutton@amesburytruth.com