

Job Description

Job Title: *Customer Service/Inside Sales Representative*

Department: Sales

Reports To: Inside Sales/Customer Service Manager

FLSA Status: Non-Exempt

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SUMMARY To focus on creating and maintaining superior customer service, both externally and internally by processing orders for SIMONA products received from customers via scan, telephone, fax, E-mail or from company employee by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Processes incoming orders to customer order specifications, relays changes and addresses concerns until customer satisfaction is fully achieved.

Interfaces with company branches and outside sales by providing customer-order quotes, ship dates and order status information.

Uses product knowledge to inform customer of unit prices, shipping dates, anticipated delays, and any additional information needed by customer.

Advises customer if the order is close to the current dollar discount and inquires if they would like to take advantage of the discount by adding on to the order.

Maintains daily "open order" report to monitor sales status and provide feedback to sales and management.

Expedites order by monitoring both current and inbound inventory levels for application against existing orders.

Occasionally meet with customers from both USA and/or other countries to ensure customer satisfaction and product service.

Prints order confirmations and forwards to the Customer Service Manager for review.

Follows up on orders to ensure delivery by specified dates on a regular basis

Specifies if special labeling is required for shipment and in some instances supplies information to the shipping department.

Receives and addresses customer complaints. In addition, the customer service representative will start a corrective action process and oversee the corrective action until completion.

Confers with production, shipping, warehouse, or common carrier personnel to expedite or trace missing or delayed shipments.

Answers questions from customers or individuals on how a product operates or directs them to the person that is able to assist them.

Makes sure that quotes are processed through the quoting process in a timely manner.

Types quotes and maintains files for all quotes that are processed.

Maintains customer name and address data base.

Create no charge shippers for customer replacements.

Records or files copy of orders received.

QUALIFICATIONS

At a minimum, a High School diploma plus some advanced education/training or equivalent combination of education and experience. Must possess extensive experience (at least 3-5 years) in customer service/inside sales ideally from a manufacturing or plastics environment.

SKILLS AND ABILITIES

Must be friendly, clear speaking and have the ability to work with patience and courtesy in customer relations.

Must have computer efficiency including Microsoft Word, Excel, Access, Outlook, SAP

Must be familiar with all product lines and customer base.

Must be familiar with the data works system and be able to input and retrieve data.

Must have strong communication abilities and be able to interface and work with supervisors, managers and all departments including sales, operations, logistics and finance.