

Job Description

Job Title: *Customer Service/Inside Sales Representative*

Department: **Sales**

Reports To: **Inside Sales/Customer Service Manager**

FLSA Status: **Non-Exempt**

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.
- Writes or types order form, or enters data into computer, to determine total cost for customer.
- Occasionally meet with customers from both USA and/or other countries to ensure customer satisfaction and product service.
- Prints shipment documents and forwards to the Customer Service Manager for review.
- Follows up on orders to ensure delivery by specified dates.
- Computes price, discount, sales representative's commission, and shipping charges as required.
- Prepares invoices and shipping documents such as export papers, commercial invoices.
- Checks shipping orders to ensure they are accurate with regards to quantity shipped; this is done by comparing shipping documents with computer generated reports.
- Specifies if special labeling is required for shipment and in some instances supplies to the shipping department.
- Receives and checks customer complaints.
- Confers with production, shipping, warehouse, or common carrier personnel to expedite or trace missing or delayed shipments.
- Compiles statistics and prepares various reports for management.
- 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.
- Responsible for sending new pricing, with the correct multiplier, to all customers.
- 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.

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 Excel, 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.