



JOB DESCRIPTION

POSITION: Customer Service Representative
DEPARTMENT: Customer Service
REPORTS TO: Customer Service Manager
CLASSIFICATION: Non-Exempt
APPROVED BY: Chief Operating Officer
APPROVED DATE: 8/17/17

Summary

This position is responsible for meeting the specific and unique needs of our customers while ensuring a high level of customer service and maximizing productivity with minimum downtime. In addition, this position will assist sales representatives in servicing customers.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provides timely and accurate information to incoming customer order status and product knowledge requests.
- Processes customer orders and changes according to established department policies and procedures.
- Process orders Brady Sales Representative phone in and act as point of contact regarding open orders.
- Maintain various accounts and review open orders.
- Pull Material Safety Data Sheets and copy as required for customers.
- Research customer's problems and follow through to resolution.
- Cover receptionist's telephone as required.
- Other projects assigned by supervisor.

Competencies

- Customer Focus
- Problem Solving/Analysis
- Time Management
- Communication Proficiency
- Teamwork Orientation
- Technical Capacity

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a custom contact showroom with own cubicle space. This role routinely uses standard office equipment such as computers, telephone, headset and photocopiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

This is a full-time and part-time position, Monday through Friday 8:00 a.m. – 5:00 p.m.

Required Education and Experience

- High School diploma or equivalent, some college preferred
- 1-2 years of customer service experience; warehouse/distribution environment helpful.

Abilities:

- Proficient in Microsoft Office Suite of products
- Must possess excellent problem solving abilities and be detail oriented
- Strong written and verbal communication skills required
- Strong customer service skills
- Must be able to work independently and handle multiple tasks in a fast-paced environment
- Ability to exercise discretion and good judgement in decision making
- Bilingual preferred

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____