

JOB DESCRIPTION

Job Title: Field Service Representative-VMI
In-house Alias: Detailer
Salary Range: Level
FLSA Status: Non-Exempt
EEO-1 Class: OP
Hours: M-F 5:30am-3pm (flexible schedule as needed)
Department: Customer Satisfaction, VMI
Reports to: VMI Product Manager
Last Modified: August 20, 2014

POSITION SUMMARY

Supports Vendor Managed Inventory (VMI) in the field by providing customer support to designated customer sites by fulfilling predetermined inventory and product needs. Ensures accuracy of orders.

ESSENTIAL FUNCTIONS

- Provide daily on-site support and contact with our VMI customers.
- Travel through assigned territory ensuring shelves are accurately stocked and placing orders as necessary by cycle-counting inventory, and ordering product or placing 'return' orders to fix any overstock positions or incorrect product. May be required to make small deliveries to avoid stock-outs.
- Provide order information in a timely fashion, so as to allow the highest level of coordination with Daycon Products' distribution operation.
- Work with other Operations & Sales team members to set up new clients as required. Responsible for the organization of storerooms during new client conversions including identifying products, establishing min/max levels, setting up shelves, and labeling bins. Responsible for maintaining and adjusting min/max levels as well as keeping the storerooms organized and clean.
- Responsible for providing excellent customer service for all clients by forming positive relationships with clients and utilizing excellent in-depth knowledge of company products and programs.
- Provide feedback to VMI Product Manager regarding any issues with the VMI process. Provide information to Delivery, Sales Managers and Customer Service to help ensure the accuracy of Daycon Products' stocking positions.
- Must be able to perform administrative duties as required including the use of APlus, Microsoft Word and Excel

INDEPENDENCE/AUTONOMY

Infrequent supervision: Responsibilities are guided by general policies and procedures. Supervisor is kept informed of general direction of assignment. Supervision is limited to assigning tasks, discussing problems or reviewing results.

PROBLEM SOLVING/DECISION MAKING

Work is somewhat diversified. Required to plan the workday and make frequent interpretations where guidance is available from immediate supervisor or existing procedures and instructions. Solves common problems.

CONTACTS

Frequent contacts, within or outside of the Company. Requires tact, discretion, and working knowledge of Company procedures and policies.

SUPERVISORY RESPONSIBILITIES

Not applicable.

EDUCATION QUALIFICATIONS/REQUIREMENTS

High School diploma or general equivalency diploma and 2 years of customer service experience or equivalent combination of education and experience.

KNOWLEDGE, SKILLS AND ABILITIES

- Effective oral and written communication skills with internal and external customers.
- Customer support experience.
- High attention to detail plus strong organizational skills.
- Basic computer ability (email, word, limited excel data entry)
- Must be able to work independently and handle highly diverse workload.
- Bilingual (English/Spanish) a plus.
- Sales experience a plus.
- Position will spend most of time in field.
- Must have basic mechanical skills.

CERTIFICATIONS, LICENSES AND REGISTRATIONS

Requires a valid driver license and a clean driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

- Must be able to frequently lift up to 50 pounds and move more than 100 pounds.
- The employee frequently is required to stand sit or walk, climb, kneel, crouch, or crawl.
- The employee is occasionally exposed to toxic or caustic chemicals.
- The employee is regularly required to work in an office, warehouse, or outdoor environment.
- Specific vision abilities required by the this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this position, employee regularly drives to customer locations and works in other warehouse/storeroom environments.
- Position will require employee to travel between sites in all types of weather and employee may be subjected to all types of weather conditions

ADDITIONAL REQUIREMENTS

Will be required to perform other duties as requested, directed or assigned.