

## JOB DESCRIPTION

**Job Title:** Customer Care Representative  
**Hours:** M-F 8am-5pm  
**Department:** Customer Service (3500)  
**Reports to:** Customer Care Center Manager

### POSITION SUMMARY

Manages relationships with customer accounts in conjunction with outside sales. Investigates and resolves customer complaints about products, services, and/or billing. Process orders for supplies and services that are received by telephone, fax, web, personally from customer or sales representative or by mail. Proactively investigates and resolves customer concerns about products, services, or billing.

### ESSENTIAL FUNCTIONS

- Serve as primary contact for customers for the solving of problems, orders, and the answering of all customer questions and fulfillment requests.
- Accurately enters and edits orders received for price and customer information to determine total cost for customer.
- Assist in new customer set up procedures and approve and implement Gross Margin Holds.
- Informs customer of unit price, shipping date, anticipated delays, backorders and any other information needed by customer.
- Informs Purchasing Department of new customers or new item orders that would impact stock.
- Resolve customer complaints and notify customer and designated personnel of findings, adjustments, and recommendations, such as, exchange of merchandise, pick up for credit, credit or adjustment of customer's bill. Routes special orders to Purchasing Department to fulfill and follows up on orders to ensure delivery by specified dates.
- Communicate effectively with other departments.
- Computes pricing, freight, and other customary charges.
- Confers with dispatch or warehouse to expedite or trace missing or delayed deliveries.
- Upgrade orders with additional/ related products to enhance customer experience also educate and assist customers regarding customary minimum delivery charge.
- Reviews records such as signed delivery copies, computer, purchase order, and related documents and correspondence, and communicates with customer and other internal resources such as accounting, credit, purchasing, sales, transportation, manufacturing or warehouse to obtain facts regarding a customer inquiry.
- Processes and notifies customer and designated individuals of findings, adjustments, and recommendations such as exchange of merchandise, history, usage, pick-up for credit, credit or adjustment of customer's bill.
- Follows to completion: customer inquiries, accurate order fulfillment, and general customer service to ensure satisfaction.
- Assist Strategic Account Manager in preparation for Customer Business Review meetings. CCR may be required to attend Business Review Meetings.

### INDEPENDENCE/AUTONOMY

Regular supervision. Frequently guided by Strategic Account Managers (SAM). Responsibilities are guided by general policies and procedures. Supervisor is kept informed of detailed direction of assignment. Supervision includes but is not 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, SAM's, 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 education degree (GED) and 1 year of experience in customer service or similar role requiring extensive interface with customers. College degree preferred.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Excellent communication skills, both oral and written.

- Ability to work with supervision.
- Computer proficiency to include MS Word and MS Excel.
- Must be a team player and have exceptional interpersonal skills.
- Ability to perform basic math functions.
- Bilingual (English/Spanish) skills preferred.

## **CERTIFICATIONS, LICENSES AND REGISTRATIONS**

Not applicable.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

SEDENTARY – Exerts up to 10 lbs. of force to lift, carry, push, pull, or otherwise move objects. Sitting most of the time, but may involve walking or standing for brief periods of time.

## **ADDITIONAL REQUIREMENTS**

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