

SPECIFICATION RUBBER PRODUCTS
General Job Description



Specification Rubber Products, Inc.

Title: Customer Service Representative

Position Level: 5

Reports To: Customer Service Manager

General Job Qualifications:

Requires High School education, degree preferred. Minimum three (3) years of experience in Customer Service/Sales. Strong verbal and written communication skills are required, with good command of grammar. Knowledge of customer service principles and practices and proficiency in relevant computer applications (Excel, Word, and PowerPoint). Must have good organizational skills and the ability to handle multiple assignments. Ability to work within a team as well as individually, good interpersonal skills, self-motivated with a positive attitude, attention to detail and accuracy, and be adaptable. Also requires prompt, regular attendance at the office, the ability to work overtime if required, and the ability to travel if needed. Experience with CRM and ERP (JD Edwards Enterprise One) is a plus.

Essential Functions:

Direct customer interactions, order entry, invoicing, stock checking, upselling, providing information in response to inquiries about products and services, and handling and resolving complaints and customer issues. Assist in returns and replacement products as needed.

Primary Job Tasks:

- Oversee Customer Experience – Work directly with customers via telephone, electronically, or face-to-face in all aspects of customer service.
- Support the Sales Team and Representatives by handling outbound sales calls via phone and assisting with marketing activities to drive business growth.
- Create new customer accounts; receive & process purchase orders.
- Respond promptly to customer inquiries; address and resolve customer complaints.
- Provide pricing and delivery information.
- Maintain customer database and account information.
- Have knowledge of product line, pricing, delivery time, drop-ship items, various marketing promotional services, and similar data, as required.
- Maintain liaison with other departments for order completion.
- Prepare and distribute customer activity reports as required.
- Provide feedback on the efficiency of the customer service process.
- Monthly Sales and Activity reports
- Provide support to the Sales Team and Reps as required.
- Participate, as required, in trade show activity.
- Adhere to all company policies and procedures.
- Other duties as assigned.

Specification Rubber Products is an Equal Opportunity Employer committed to providing equal employment opportunity in all employment practices. Specification Rubber Products will not discriminate against any applicant for employment because of their race, color, religion, sex, national origin, age, disability, veteran or service member status, marital status, or any other category.