

ALPS South

JOB DESCRIPTION

JOB TITLE: Customer Service Representative

REPORTS TO: Customer Service/Shipping Manager

DEPARTMENT: CS and Shipping

SUPERVISES: N/A

EDUCATION: HS Diploma or GED

EXPERIENCE: 1-2 years' customer service experience

JOB SUMMARY: This position answers all incoming calls, including calls pertaining to orders, product knowledge, and other product related inquiries and concerns. Works with the sales and shipping departments to ensure all necessary order information is correct, and customer deadlines are met.

ESSENTIAL DUTIES OF THE POSITION:

- Answers all incoming phone calls pertaining to customer questions, orders, product questions, etc.
- Assists with the coordination of all customer service activities while meeting or exceeding the customer's expectations and requirements
- Obtain customer orders via fax, phone, or email and communicates with customers regarding orders; coordinates sales orders with shipping
- Invoicing of shipped orders, to include but not limited to prepare, mail, binders, void and track errors
- Compile necessary information to complete daily reporting to include previous sales, orders, and backorders
- Processing of product returns
- Mandatory participation in annual inventory
- Other projects and duties as assigned

MENTAL & PHYSICAL QUALIFICATIONS

- Able to sit for extended periods of time
- Able to lift up to 35lbs
- Read, interpret, and follow safety rules and procedures in accordance to Alps Quality Policy
- Near visual acuity and accommodation required for computer operation
- Ability to communicate on current telephone system
- Office environment, i.e. moderate noise levels. No physical hazards identified
- Vision requirements include reading written documents and using a computer monitor screen frequently.

SPECIAL SKILLS:

- Ability to show initiative with a high level of energy
- Ability to maintain positive relationships with team members, vendors, and customers
- Excellent communication skills, both oral and written
- Working knowledge of basic computer programs
- Ability to pay attention to detail and follow work instructions
- Ability to thrive in a fast paced environment and manage multiple priorities
- Ability to oversee, lead and train staff
- Decision making skills; Ability to handle difficult and confidential matters effectively and professionally focusing on what is in the best interests of the company

CONTACTS:

- Internal/external contacts

Alps South promotes an equal employment opportunity workplace which includes reasonable accommodation of otherwise qualified disabled applicants and employees so long as this does not create an undue hardship on the company or affect the health and/or safety of others at work. Please see your supervisor should you have any questions about this policy or these job duties. This job description may not be all inclusive and employees are expected to perform all other duties as assigned and/or directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Employee's name (printed)

Employee's signature

Date

Supervisor's signature

Date