

## **In-house Customer Service Representative**

Full time position, 7:30-4:30, M-F – 1 Hour Lunch

### **Purpose:**

Serve as director of first impressions. Greet visitors, handle incoming calls, and perform general administrative duties as assigned.

### **General skill set:**

- Reliability
- Ability to communicate clearly, both verbal and written
- Attention to detail under stress, with good time management, planning and organizational skills
- Able to be self-directed in a distracting work environment
- Confidentiality (this position may be accessible to a variety of sensitive conversations)
- General typing and computer skills
- Experience using Microsoft Outlook, Word, and Excel preferred

### **Specific Duties:**

#### **Director of First Impressions:**

- Answer phone, screen, and direct calls in a friendly and courteous manner
- Use phone system to help customers get their issues resolved efficiently
- Greet and screen visitors in a friendly and courteous manner and direct to appropriate person
- Tidy and maintain the reception area
- Receive and stock all office supplies
- Maintain inventory of office supplies
- Light janitorial

#### **Office Duties:**

- Data entry
  - Review PO from customer
  - Enter Sales Order
  - Provide Order Acknowledgment through professional email response
  - Respond to RFQ from Customer
  - Process Invoices after shipment and provide email copy for customers
  - Assist accounting in providing monthly customer statements.
  - Initiate Customer RMA and Cancellation actions
- Administrative support to management and the company
  - Help with mailings
  - Help with copying and faxing related to operations