

SAMPLE JOB DESCRIPTION

Job title: Customer Service Representative

Department: Customer Service

Supervises: No direct reports

Position summary: Primarily responsible for providing effective customer service for all internal and external XYZ Company customers by utilizing excellent, in-depth knowledge of company products and programs

General purpose: Customer relations; problem resolution; time management (see list of competencies/questions)

Role qualifications:

- Must partner with the sales team to provide customers with service as outlined in the department's policies and procedures
- Must address customer issues and ensure effective and long-term problem resolution

Position responsibilities:

- Provide timely and accurate information to incoming customer order status and product knowledge requests
- Process customer orders/changes according to established department policies and procedures
- Process customer returns according to established department policies and procedures
- Work closely with the credit department to resolve disputed credit items
- Provide timely feedback to the company regarding service failures or customer concerns
- Partner with sales reps to meet and exceed customers' service expectations
- Perform other related duties as assigned

Essential skills and experience:

- Time management: the ability to organize and manage multiple priorities
- Customer service system experience
- Strong customer orientation
- Excellent interpersonal and communication skills
- Strong team player
- Commitment to company values
- Basic computer proficiency

Nonessential skills and experience:

- Customer service experience in a manufacturing environment
- Customer service experience with an independent sales rep force
- Inside sales experience
- Microsoft Word and Excel

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle, or feel tools or controls; reach with hands and arms; balance; stoop; talk or hear. The employee must lift and/or move up to 15 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work environment: While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all company policies.

I have read and understand this explanation and job description.

Signature: _____ **Date:** _____