

## EMPLOYMENT OPPORTUNITY

**POSITION:** Customer Service Representative - Sales  
Non-exempt - Category 12

Working under general supervision, the Customer Service Representative is a direct link between the customer and business with the responsibility to deliver superior customer service in providing customer with product availability, expediting of orders, scheduled delivery dates, purchase order change request along with communicating published product lead times. Receive, prioritize, review purchase order contract terms and clauses and enter orders.

- Enter new purchase orders with high accuracy per agreed upon customer requirements.
- Contract review of purchase orders. Cross functional coordination with Quality, Engineering, Manufacturing and Sales Supervisor with any discrepancies.
- Process purchase order change request, expedite request, and cancellation request.
- Create and maintain sales contracts for manual customer EDI release/blanket order requirements.
- Process RGA (return orders); coordinate with Sales Specialist/Quality/Finance and Shipping.
- Answer phones and email requests timely to help customers with requested information, delivery of orders, expedite shipments and shipping information.
- Maintain customer follow-up report; acknowledge delivery date of order and shipments.
- Enter new customers and maintain customer master for changes made to shipping information, billing information and delivery addresses.
- Maintain customer websites:
  - Answer shortage tickets daily and on weekends to alleviate violations against delivery rating score.
  - Follow up reports, delivery dates, shipment information
  - Acknowledge purchase order acceptance/rejections for delivery, pricing and terms
  - Pull and print purchase orders for rekeying in Baan system
  - Review inventory levels for vendor managed inventory customers
  - Review and acknowledge acceptance/rejection of customer forecast

### QUALIFICATIONS:

- Excellent grammatical, telephone communication/verbal, writing and listening skills
- Must have strong emphasis on detail and error-free work
- Proven ability to establish work priorities
- Experience using the PC, calculator and copy machine
- Proficient at using Microsoft Word, Excel and PowerPoint
- Prefer two years of college or equivalent with an emphasis on business exposure
- Prefer a minimum of six (6) months Flexfab experience