



Job Description Form

Job Title: Customer Service Associate	Reports to: Customer Service Manager
Department: Inside Sales	Weekly Hrs.: 40hrs/week / Exempt
Prepared by: Customer Service Manager	Start Date: Immediately

Position Overview:

Under minimal supervision, performs general clerical customer-service duties for the Inside Sales Department. Duties include answering telephone calls, data entry, invoicing and filing. Ability to make decisions to match customer needs with appropriate resources. Assist in any clerical support functions as requested by Repcor Management.

Principal Duties and Responsibilities:

1. Manage incoming telephone calls, which includes, responding to standard inquiries, transfer calls to the appropriate individuals and the use of judgment and knowledge to provide accurate and timely and professional responses.
2. Demonstrate ability to accurately determine courses of action to process customer purchase orders based on manufacturers' processes and customers' requirements.
3. Monitor and respond to various e-mail accounts in a timely manner.
4. Complete customer invoicing utilizing various web-based applications and programs.
5. Assist with customer Return Material Authorizations.
6. Maintain of records and manage archives.
7. Provide support to other staff members and departments as required. Perform other clerical responsibilities as assigned.

Supervision Received:

Supervision is provided by the Customer Service Manager; position requires ability to perform with minimal supervision.

Supervision Exercised:

No direct reports.

Qualifications & Skills:

Education: General Education

Experience: 1-2 years of customer service experience.

Skills: Experience performing general clerical functions and or customer service-related functions. Must have professional telephone skills. Strong organizational and time-management skills, including ability to handle multiple tasks simultaneously. Working knowledge of all MS Office applications. Ability to work independently. Deals with confidential information and/or issues using discretion and judgement. Strong verbal and written command of the English language.

To apply, please complete our online form!

Posting date: 1/14/22