



**Position:** Customer Service Representative

**Reporting Position:**

**Classification:** Hourly Full Time

**Working Hours:**

**Primary Responsibility:** The main purpose of a Customer Service Representative (CSR) is to process quotes and orders that have been faxed, emailed, or called in. Also, to interact with customers to provide information and technical support where needed, help resolve any situations that our customers might face with accuracy and efficiency. Overall target of a CSR is to ensure excellent service standards and maintain high customer satisfaction.

**Summary of Job Duties:**

- 1) Process orders and quotes from start to finish
  - A) Price out orders and quotes
  - B) Break down orders
  - C) Enter orders or quotes in data base
  - D) Create an ETA for delivery
- 2) Contact customers with any discrepancies on orders or quotes to clarify and resolve and prevent any issues from occurring.
- 3) Identify and assess customers individually (build relationships with customers) to understand their needs to achieve customer satisfaction.
- 4) Provide accurate, valid and complete information by using the right methods and tools that are available.
- 5) Handle complaints and provide appropriate solutions.
- 6) If needed from #5 start the process of an "RMA" return merchandise authorization. In order to pick up defective, or inaccurate product and replace it with the item that is needed.
- 7) Keep records of customer interactions such as complaints and issues they are having with orders. This way we can log in our "Quality Control Log" and review to try and solve and eliminate any future issues.
- 8) Generate sales by upgrading glass with Hydro-Shield, ShowerGuard or any new product or services we now have available.
- 9) Other tasks that may be asked to be done would be cleaning your office area, putting away supplies and any other task that would benefit the company.

**Education, Experience & Skills Required:**

Good organizational and verbal skills. Ability to use logical or rational thinking to resolve issues. Ability to perform basic mathematical skills, monitor and develop subordinates, visually monitor the operation areas. Must be able to read, write and measure product and labels.

Must have the ability to perform physical work and may be required to lift up to 75 lbs. Perform activities such as bending, kneeling, reaching, standing, pushing, and lifting for up to 3-4 hours without sitting

***Working Conditions***

Works primarily indoors but not limited. Exposure to sharp and rapid equipment movement, sharp utensils & materials, harmful chemicals and or solvents if proper safety procedures are not followed. Use caution and stay clear of being exposed to possible flying glass brake.

This job description does not imply that the above are the only responsibilities assigned to this position. Employees holding this position will be required to perform any on the job-related duties as requested. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

***SAFETY***

The safety of our employees is our #1 priority, it is mandatory to wear PPE when working in this area: Safety Gloves, Safety Glasses, Safety Jackets, Leather Aprons, Regular long Pants "Jeans", Steel toe shoes; Hard hat when needed.

I have read and understand all of the above. I have reviewed the principle duties for which I am responsible, as well as the minimum requirements of this position. I understand that this document does not create an employment contract and that I am employed based on an "at will" basis.

This job description includes, but is not limited to, the duties and responsibilities noted above. The essential functions of this job description are not exhaustive and may be supplemented.

Quality Enclosures is an EOE / Drug-Free Workplace

Overtime may be Required