



the Write Choice!®

CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

Looking for a change that will challenge you each day with something different ?

All in One ® is an established (30 years) and successful Promotional Products Manufacturer in Scripps Ranch/Mira Mesa area. We are looking for an experienced Customer Service Representative to join our Team.

The Customer Service Representative will work closely with all departments within All-in-One® (AIO) and its Customers. They will provide any and all assistance that its Customers need regarding, but solely not limited to, Orders, Quotes, Product Knowledge, Product Inventories, etc.

Job Duties

- Check & follow-up on Customer Orders to ensure timely production and shipping
- Review & work on a daily basis their respective AIO Queue's
- Communicate to the Customer any concerns, problems, or delays regarding the Customer's Order
- Work closely with all departments within All-in-One® and its affiliate companies
- Enter any correspondence/notes pertaining to the Customer's Order into the corresponding Sales Order within WARP
- Take incoming telephone inquiries from Customers
- Keep current on all All-in-One® and its affiliate companies products
- Keep current on all All-in-One® and its affiliate companies special sales, promotions, and Trade Show appearances
- Make Outgoing phone calls to existing & future Customers as requested by Company Management
- Attend Company and Department meetings and training sessions as deemed necessary by the Company
- Assist Customers with Selection of Product for their Projects when necessary
- Help with any Order Resolution problems as instructed by your Supervisor
- Assist with work in the other areas of the Customer Service Dept when requested to do so.
- Provide Management from time to time with special requested reports
- Work Closely with the Order Facilitators on any customer issues

www.AllinOneLine.com

1-800-THE-PENS • FAX 1-800-533-PENS

(1-800-843-7367) (FAX 1-800-533-7367)

9600 KEARNY VILLA RD. • SAN DIEGO, CA 92126

ASI 34256 • PPAI 111343 • SAGE 50382 • UPIC ALLINONE



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CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION cont'd

Job Requirements

- Effective listening and communication skills both verbal and written
- Knowledge of Microsoft Office: Word, Excel, and Outlook
- ASI/Promotional Products industry knowledge
- Ability to multi-task
- Easily adaptable to change
- Works well with people
- Be punctual

We offer medical, dental, 401K, vacation sick and holiday pay.

Please submit your resume to daveg@allinonline.com

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