

Evans Manufacturing, Inc.

Job Description

Job Title: Customer Service Representative (Onsite Full-time)
Department: Customer Service
Reports To: Customer Service Manager
FLSA Status: Non-exempt (Hourly)
Hourly Pay Rate: \$17.00 - \$19.00
Prepared By: Human Resources
Revised Date: December 5, 2019

Summary Provides top quality customer service to new and established accounts. Assures customer satisfaction. Promotional product experience is a plus.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Answers incoming calls and emails courteously and efficiently. Provides customers with complete and accurate information concerning orders, catalog inquiries, returns, pricing, freight quotes, lead times, etc.

Enters customer notes and order related information into the computer system.

Collects customer comments regarding product suggestions, catalog changes, service problems, compliments, etc.

Follows up with customers on pending items or items in question. Notifies customers of delays.

Provides customers with additional information regarding Evans' products or services.

Notifies Customer Service Manager of issues that are unresolved.

Travels occasionally to Trade Shows or to visit accounts with field representatives.

Works effectively with co-workers, customers, and others by sharing ideas in a constructive and positive manner; listens to and objectively considers ideas and suggestions from others; keeps commitments; keeps others informed of work progress, timetables and issues; addresses problems and issues constructively to find mutually acceptable and practical business solutions by actions, words and deeds.

Other duties as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Design - Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control.

Oral Communication - Speaks clearly and sympathetically in positive or negative situations; Listens and gets clarification; Responds well to questions.

Written Communication - Edits own work for spelling and grammar.

Teamwork - Gives and welcomes feedback. Helps co-workers when needed.

Ethics - Treats people with respect; Keeps commitments.

Judgement - Exhibits sound and accurate judgment.

Motivation - Sets and achieves meaningful goals.

Planning/Organizing - Uses time efficiently.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Works quickly but accurately.

Adaptability - Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Dependability - Follows instructions, responds to management direction; Keeps commitments.

Initiative - Asks for and offers help when needed.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); plus one to three years of telephone CSR experience and/or training.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos in English. Ability to write accurate correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of *Outlook* email system and Customer Contact Management systems.

Physical Demands The physical demands 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.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 5 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.