

POSITION DESCRIPTION

Position Title	ZOCHEM SOUTH CSR (CUSTOMER SERVICE REPRESENTATIVE)		FLSA Status	Exempt	
Reports To (Position)	VP, Sales and Marketing		Author(s)		
Department	Sales & Marketing	Origination Date	10 Oct 16	Rev. Date	11/2/21
Department Manager	Ed Smith	Review /Approval Signature			

By signing below, I (employee) acknowledge that I have received a copy of this job description, I have read and understand the responsibilities of the position, and I agree to perform those responsibilities effectively. I further acknowledge that my signing of this document does not alter my employment-at-will relationship with the company.

Employee Name (Printed)	Employee Signature	Date
-------------------------	--------------------	------

Position Summary

Manages assigned accounts and acts as the liaison between other sales reps, the customers, and operations team as the first point of contact to resolve any problems or concerns with the ordering and shipping of product according to customer specification for quantity, quality, and delivery dates.

Specifications

Education	<ul style="list-style-type: none"> Bachelor's degree or equivalent work experience
Certifications and Licenses	N/A
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> Advanced skills in Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.) Working knowledge of databases and web-based applications (customer and sales) NetSuite experience preferred but not required. Superior typing skills.
Experience	<ul style="list-style-type: none"> 1-3 years' experience in a customer service role in a manufacturing environment coordinating customer requirements with operation departments (production, quality, shipping) and interfacing with customers via email and telephone.
Key Competencies	<ul style="list-style-type: none"> Ability to identify actions necessary to complete tasks and obtain results Positive and constructive view of working with others Ability to listen and negotiate with a wide range of diverse challenges to achieve "win-win" outcomes Learn quickly and retain information to assist with decision making Superior decision making & negotiation skills; ability to build relationships. Excellent communication skills both written and verbal Multi-tasking (able to email, handle phone calls, and enter orders at the same time) Punctuality Top-notch organizational skills Detail Oriented Take personal accountability for acquiring the expertise, knowledge and information to effectively solve customer's issues Having an "of service" attitude towards customers and coworkers

Key Responsibilities (Essential Functions)

Key Responsibilities (Essential Functions)	% of Time
1. Interact with customers and distributors by answering customer inquiries with a professional attitude and manner while adhering to measurable department goals <ul style="list-style-type: none"> Maintain customer contracts and set up customer profiles and complete order entry into the business database completely and accurately (volume, grade, and packaging.) 	60%

Department	Sales and Marketing	Position Title	Customer Service Representative		
Reports To	VP, Sales & Marketing	FLSA Status	Exempt	Effective Date	07/01/2019

	<ul style="list-style-type: none"> Provides information about products and accounts by maintaining up-to-date information to effectively respond to inquiries. Develop and maintain monthly excel reports with product specifications, formulas, and pricing for sales team Process transaction accurately and send product technical data and safety data sheets to respond to customer inquiries in a timely manner. Determine pricing levels for assigned accounts in accordance with company margins expectations Send out monthly distribution price lists to distributors Confirm delivery dates and changes to delivery schedule in a timely manner. Manage change orders and communicate to applicable stake holders Understanding that CSR's are "Zochem's Voice to Our Customer's" 	
2.	<p>Demonstrating excellent call handling skills, patience, and respect complex and noncomplex calls to provide and maintain effective customer service resolving problems to ensure product is delivered according to customer orders.</p> <ul style="list-style-type: none"> Address problems with production or shipping delays, quality-control issues, such as damaged or improperly packed goods, and client deadlines. Proactively follow-up with customer after completion of product order and shipment to ensure a high level of satisfaction with quality of work received. Respond to customer inquiries, providing turnaround within 24 hours Document customer service requests and dispatches to ensure they are coordinated, prioritized, and organized. Establishing rapport with customers, making them feel unique and valued Effectively utilizing and navigating internal resources to arrive at the right solution for the client 	10%
3.	<p>Coordinates customer delivery requirements accordance with customer orders and shipping schedules to ensure high level of customer satisfaction.</p>	10%
4.	<p>Coordinate customer inquiries and transactions with sales staff and other departments to ensure customer requirements are met.</p> <ul style="list-style-type: none"> Works closely with the Production Support Coordinator on determining inventory levels and reorder schedules. Interfaces with the logistics Department frequently to follow customer shipments and communicate with the customer on order delivery. Document and escalate any customer service issues and/or shipping/receiving errors to rectify problems, such as damages, shortages and non-conformance to specifications General assistance and coordination of information to / from the Finance and Accounting Department. Provide support, information, prioritization and coordination of customer orders for product with the Sales Team. Develop constructive and cooperative working relationships with those on your team, as well as cross functionally. 	10%
5.	<p>Actively participating in Quality Improvement meetings to improve quality policies and productivity, resolve customer service issues and manage customer orders and customer issues.</p>	5%
6.	<p>Provide support to planning of sales events, site visits, conventions, etc. as required.</p>	5%
Additional Responsibilities		
see next page ➡		

Department	Sales and Marketing	Position Title	Customer Service Representative		
Reports To	VP, Sales & Marketing	FLSA Status	Exempt	Effective Date	07/01/2019

- Understands the authorized quality management system as it applies to job responsibilities and executes duties in accordance with defined procedures to ensure continuous improvement of quality within the Company. Participates in activities that enhance the quality and performance of job duties.
- Performs all tasks in a safe and efficient manner to protect self, others, products, materials, and other Company assets from harm.
- Operates with a high degree of integrity in the performance of duties to foster good working relationships and a spirit of teamwork to accomplish job goals.
- Performs other related responsibilities, assignments, and duties as assigned by supervisor to contribute to the overall efficient operation and continual process improvement of the Company.

Working Conditions

- Office Environment: Employees are protected from weather conditions or contaminants, but not necessarily occasional temperature changes.

Physical/Mental Requirements

- Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.