



Job Description
Customer Service Representative

Department: Sales and Marketing	Date Developed: May 27, 2011
	Last Modified: August 4, 2011

Position: Customer Service Representative

Reporting to: V.P. Sales and Marketing

Position Summary:

Partnering with the sales, scheduling, production and quality departments, the customer service representative is responsible for resolving all customer inquiries, requests and further honing the customer relationship and purchasing experience.

Duties and Responsibilities:

- Provides pricing and delivery information, order entry, new account set-up, maintenance of customer records, preparation of reports
- Resolves customer requests, questions and complaints; frequently requiring analysis of situations to determine the best use of company resources.
- Preparation of reports
- Act as the conduit between customers, sales, shipping, production and quality departments
- Responsible for all administrative and customer requirements to ensure value added customer service.
- Specific project work as assigned.

Qualifications:

- Minimum 3-5 years proven, successful experience in customer service and/ or sales support in a manufacturing environment
- Highly developed communication and interpersonal skills
- Excellent command of the English language
- Ability to multi-task and work in a fast paced team environment
- Positive and professional attitude under pressure
- While displaying a 'Can Do' attitude sincerely possess the desire to help customers
- Ability to set priorities for customer requests and expedited orders
- Ability to resourcefully resolve customer queries in a professional manner
- Proven track record of punctuality and dependability
- Self motivated, with high energy and an engaging level of enthusiasm
- Commitment to delivering and continuously improving excellence in customer service.
- Ability to work with others and be a team player while being comfortable in a manufacturing environment

Technical Competencies

- Previous experience with proprietary ERP systems
- Micro soft applications

Travel Requirements:

- Minimal, but may be required from time to time

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