

EAST COAST EROSION BLANKETS, LLC

JOB DESCRIPTION: LEAD CUSTOMER SERVICE REPRESENTATIVE

Position Summary:

Processes orders and provides on-going customer service for distributors/customers by way of internet, fax, phone, or personally by performing the following duties. Reports to Sales Manager. FLSA Status is Non-Exempt.

Essential Duties and Responsibilities include, but are not limited to:

- Point of contact for all customers via phone, email, or in person while maintaining a rapport with regular customers by forming professional friendly relationships.
- Demonstrates knowledge and use of products.
- Expeditor of all orders and information to customers.
- Discusses jobsite requirements with customers and provide assistance in determining the type, quantity, and specifications of products required to fill customer's need and review corresponding installation instructions, if needed.
- Points out salable features and makes suggestions to minimize costs and prevent delays for customers and manufacturing.
- Uses accounting software to determine availability of products and notifies Manufacturing Plant Manager of orders that would deplete stock.
- Assists creating production schedule based on customer needs.
- Maintain master pricing spreadsheet to issue new customer pricing and remove inactive accounts.
- Obtains proper approval from distributors before proceeding with order.
- Compiles sales orders and includes all necessary specifications including type of packaging or special labeling needed on order for plant managers to use as guides in assembly or manufacturing of product.
- Prepares sales orders, credit memos and other documents with the understanding of the impact on inventory and the bottom line.
- Informs customer of unit prices, shipping cost, shipping date, anticipated delays, and any additional information needed by customer.
- Obtains special pricing from management for projects, communicates to customer through quotes, and provides follow-up.
- Follows up on leads and assists with new customer establishment.
- Implement and maintain CRM software
- Updates customer log with action items including correspondence (personal contact/requests) using appropriate software.
- Promotes appreciation for customers by originating individual and mass mailings while adhering to time and cost allocated.
- Records and files copy of orders received according to expected delivery date.
- Routes orders to appropriate plant in a timely manner for filling and follows up on orders to ensure delivery by specified dates.
- Computes price, sale's representative's commission, and shipping charges.
- Prepares invoices, shipping documents, and monthly statements.
- Receives and investigates customer complaints, converses or corresponds with customer and other company personnel to obtain facts and completing complaint form to maintain accuracy of Complaint Log Database.
- Notifies customer and designated personnel of findings, adjustments, and recommendations such as exchange of merchandise, refund of money, credit of customer's account, or adjustment of customer's bill.
- Follows up on recommended adjustments to ensure customer satisfaction and completes required documentation.
- Investigates overdue and damaged shipments or shortages in shipments.
- Attempts to sell additional merchandise to customer.
- Compiles sales and product statistics and prepares various reports for management.
- Properly refers customers to distributors and to other team members when necessary.
- Communicates pertinent information to President as well as to other team members.
- Prepares overview of monthly activities and customer reports.
- Corresponds with foreign customers.
- Arranges shipping details such as export licenses, customs declarations, and packing, shipping, and routing of product.
- Expedites shipping arrangements and maintains current information on exporting requirements, licenses, inspections, fumigation, and restrictions.
- Examines invoices and shipping manifests for conformity to tariff and customs regulations.
- Maintains company website zip search data section, quarterly ECTC market data and product sales reports.
- Track and calculate all commission sales monthly and completes process for commission's payment.
- Maintains product sales reports (roll count, sales) and updates spreadsheet on a monthly basis (i.e. roll count, sales).
- Arranges for coverage of email and phone messages during absences.
- Reviews messages received via phone/email and responds in a timely matter or forwards to appropriate personnel.
- Oversee and assist with logistic responsibilities, creation of marketing tools (i.e. newsletter, survey, and website) and fulfillment.

Supervisory Responsibilities:

- This position directs and oversees the customer service and logistics team.

This is only a general overview of the position, and is not all encompassing of duties. Employment will be at an At-Will status and can be terminated at any time by either party.

Competencies and 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.

Intellectual – Demonstrates attention to detail; Identifies and resolves problems in a timely manner; Develops alternative solutions; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal - 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; Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Listens and gets clarification; Responds well to questions; Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information; Balances team and individual responsibilities; Contributes to building a positive team spirit.

Organization - Understands business implications of decisions; Demonstrates knowledge of market and competition; Aligns work with strategic goals; Works within approved budget; Conserves organizational resources; Shows respect and sensitivity for cultural differences; Works with integrity and ethically; Follows policies and procedures; Supports organization's goals and values.

Self Management - Identifies external threats and opportunities; Displays willingness to make decisions; Includes appropriate people in decision-making process; Uses time efficiently; Develops realistic action plans; Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Completes work in timely manner; Strives to increase productivity; Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time; Follows instructions, responds to management direction; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan; Asks for and offers help when needed; Generates suggestions for improving work; Develops innovative approaches and ideas.

Education and/or Experience – Associate’s degree (A. A.) or equivalent from two-year college or technical school; or three to five years of related experience and/or training; or equivalent combination of education and experience.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills – Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of SAGE50 Accounting software; Customer Relationship Management software; Microsoft Office.

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; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to walk and reach with hands and arms. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral 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.

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Job Description Acknowledgement - I have received a copy of this job description and have read (or had it read to me) and I completely understand all my job duties, responsibilities, and performance criteria. I acknowledge I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to company needs without it being specifically included in the job description. If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my immediate supervisor. I further understand that future performance evaluations and merit increases to my pay are based on my performance of the duties, responsibilities, and performance criteria outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description and performance criteria prior to signing this form.

Employee’s Signature

Date

Employee’s Name (please print)