



Customer Service Representative

Job Summary

The CSR will interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. The CSR is the main liaison between production and sales to assist with providing specific information regarding orders.

General Responsibilities

- Confer with customers by telephone or in person in order to provide information about products and services, to take orders or process change orders
- Obtain details of complaints and prioritization of customer complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Follows and manages the customer order from start to completion by ensuring all materials are ordered, confirming builds are scheduled and confirmation of Shipment/Invoicing. (interacts with Sales, Purchasing, Production and the Warehouse)
- Complete contract forms, Bill of Materials, prepare change of address records, and issue service discontinuance orders, using computers.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures in order to prevent future problems.
- Providing feedback on the efficiency of the customer service process
- Maintaining a positive, empathetic and professional attitude toward customers at all times.

Qualifications

- High school diploma, general education degree or equivalent.
- Ability to stay calm when customers are stressed or upset.
- Comfortable using computers. (MS Office Products & ERP systems)
- Experience working with customer support.
- Strong phone contact handling skills and active listening
- Min of 3 years customer service experience
- Experience with shipping software (USPS, UPS, FEDEX, etc.)
- Ability to multitask and prioritize
- Manufacturing experience a plus

Physical Demands:

The physical demands described within the Responsibilities section of this job description 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 be independently mobile and may have to lift up to 40 pounds. The employee is also required to interact with a computer, and communicate with peers and co-workers.

Contact:

Human Resources: HR@kleen-concepts.com

Subject: Production Team Member