

Perfection Spring & Stamping Corp.

JOB DESCRIPTION

POSITION TITLE: Customer Service Representative

DEPARTMENT: Material Management

REPORTS TO: Customer Service Manager

BASIC FUNCTION: Perform functions to respond to customer inquiries with respect to new orders, order releases, requests, quotes for pricing, as well as expedite orders. Investigate problems and take appropriate action to ensure customer needs are met in accordance with established criteria. Coordinate the processing of new or modified sales orders and follow up with customers to promote sales.

JOB DUTIES AND RESPONSIBILITIES:

1. Review incoming new orders/releases for appropriateness of scheduled delivery dates and pricing. Notify customers of order modifications.
2. Respond to customer requests/calls, providing appropriate services in accordance with established department criteria, as well as adhere to company policy and procedures. Refer unusual requests to appropriate Account Manager.
3. Investigate order problems and respond to customers in a timely manner. Interface with manufacturing on delivery inquiries.
4. Coordinate changeover dates due to cancellations, updates or revisions; internally with manufacturing and engineering staff and externally with customers.
5. Prepare quotations for standard products as requested and in accordance with established criteria.
6. Contact customers to solicit business on inactive part numbers.
7. Enter customer volume, end date and lot sizes into Enterprise Resource Program (ERP).
8. Enter releases, orders, receivers, as follows up on missing paperwork -- both internally and externally.
9. Maintain daily customer relationships and maintain customer contact. Redirect customer questions or concerns, as appropriate.
10. Expedite existing orders when necessary to ensure customer delivery is met.
11. Coordinate activities with internal departments, vendors and common carriers.
12. Follow-up, initiate correspondence, process customer orders, enter releases and maintain customer and company records.
13. Research vendors to identify best price and quantity. Issue purchase orders, met with vendors and provide follow up, as needed.
14. Coordinates with and handle purchase orders for internal customers.
15. Place maintenance, repair and operational (MRO) orders.
16. Perform other clerical tasks within the Finance & Administration and Shipping & Receiving departments, as assigned.

POSITION SPECIFICATIONS:

- Bachelor's degree with two (2) to four (4) years related experience and/or training or its equivalent combination of education and experience in a complex fast paced environment.
- Proficiency with MS Office Suite and familiarity with ERP systems.
- Ability to use typewriter and other common office equipment.
- Demonstrated ability to exercise good judgment and when to escalate issues.
- Good verbal and written communication skills requiring tact and discretion.
- Demonstrated ability to read, comprehend and appropriately act upon instructions and other material; written or verbal.
- Ability to effectively present information one-on-one or in small group situations; internally or externally with customers and vendors.
- Strong numerical ability 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.
- Must be highly organized with an eye for detail, completeness and accuracy with strong follow-up skills.
- Strong interpersonal skills; customer-service orientation.
- Must be able to work under pressure, meet deadlines, and deal with shifting priorities.
- Dependable, trustworthy individual; able to maintain the confidentiality of privileged information and material.
- Bilingual Spanish preferred.

ADDITIONAL INFORMATION: Position requires a motivated, flexible, team player who is willing, able to work with minimum supervision and learn department operations and gain an understanding of company-wide operations. Incumbent is expected to independently identify tasks to be completed and to follow through without prompting. Must be highly attentive to detail, accuracy and timeliness and know when to escalate.