

Position Summary

Responds to telephone inquiries about the company's products and services following standard scripts and procedures. Investigate customers' complaints and resolve the problems—by telephone, e-mail, fax, or regular mail. The Customer Service Representative is in charge of cold calling, selling our products, keeping the customer information updated, taking orders and documenting any actions taken, using internal PC systems. The Customer Service Representative is in charge of inbound and outbound calls, responds to questions, quotes jobs, processes orders and supports our clients. Assist the Sales team in building relationships with assigned accounts and increasing sales.

Position Responsibilities:

- Provide exceptional customer service while assisting customers.
- Provides information about company products, specials, marketing programs and business practices.
- Must demonstrate and maintain an excellent record of punctuality and attendance
- Mixed in/out moderate to high volume call center.
- Answer phone calls, update and take orders from clients, calculate rates depending on location, provide information about our service and coordinate with Field Customer Service Representative the delivery of material.
- Constant communication with Field Customer Service Representatives, checking on the status of deliveries, wait time board, changes on orders and availability of material.
- Search for the address to be delivered in the area map to determine the total amount to be charged for delivery (Haul) rate depending on Pit location and total mileage.
- Follow all company service policies standards, procedures and orientation updates.
- Follow up orders made through the pits, call clients and confirm the order to guarantee total customer satisfaction.
- Update clients' information in the system, phone number, address and e-mail address. Take Credit Card payments over the phone as needed.
- Work Closely with Sales representatives to keep them informed on the sales history of accounts, record all quotes, and supply rates in order to assist in coordinating the delivery of materials.
- Outbound calling of assigned customers in order to develop relationships, increase loyalty and maximize sales.
- Stay informed on account requirements. File faxes and research information on account requests.
- If unable to help customer and significant issues arise the Customer Service Representative will call the Call Center Manager for assistance.
- Must update Master Order pricing as needed.
- Participate in special projects as assigned.

Position Essential Skills

- Must be able to perform each position responsibility satisfactorily.
- Bilingual a plus but not required.
- Must have the capacity to demonstrate professionalism and a positive attitude.
- Must be capable of working a flexible schedule, weekend hours, and overtime hours when requested to do so.
- Must have strong listening, writing, and verbal skills
- Must be committed to always providing excellent customer service and supporting our clients, sales team and colleagues when needed.
- Must demonstrate teamwork and problem-solving skills



Minimum Qualifications:

- High School Diploma or equivalent.
- 2 years of call center experience. A plus put not required
- Must have at least 5 years of work related computer experience. Including Microsoft Word, Excel and Outlook programs
- Must have at least 5 years of previous **high level** customer service experience.

Reporting to this position: No Direct report

Position Physical demands and Work environment: The Physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** While performing duties of the job, employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employees will spend the majority of the time working on a computer which requires using a keyboard to enter data and send and respond to emails. The ability to move throughout a office. The ability to sit in front of a computer for long periods of time. The ability to communicate effectively with all levels of the company using email, telephone, or face-to-face conversations. The ability to lift 0-30 pounds. The ability to physically and mentally perform the essential functions of the position, with or without reasonable accommodation. The ability to report to work on a regular basis. Specific Vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work Environment:** This position is in a cubicle/call center setting. The noise level is low.

General sign-off

The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

**** This job description is not an exhaustive statement of duties, responsibilities, or requirements and does not preclude management's authority to add or change duties or responsibilities. Individuals requiring accommodation should contact a Human Resources Representative.**

I have read and understand this explanation and job description

Signature: _____ Date: _____

Name: _____

