

CURRIER PLASTICS, INC.

CUSTOMER SERVICE REPRESENTATIVE

LOCATION: 101 COLUMBUS STREET, AUBURN, NEW YORK 13021

JOB SUMMARY:

Provide quality service and support to customers by reviewing, processing, confirming, and expediting orders.

The Customer Service Representative is focused on helping the organization communicate and leverage the Carrier Plastics brand through superior organizational skills and exceptional written and verbal communication skills. Documentation accuracy is critical.

ESSENTIAL JOB FUNCTIONS:

Customer Price/Inventory Management including the following action items, but not limited to:

- Revise and release customer price lists on a regular basis (monthly and or quarterly)
- Update part price in ERP system and update Sales Orders accordingly
- Update and send Inventory Reports to customers
- Enter releases on SOs based on customer shipment request
- Process Expedite and De-expedite requests from customer
- Coordinate color samples requests with Supply Chain
- Send open order reports to customer upon request
- Attend and advise customer priorities at Scheduling Meetings

Customer Order Review

Be the main point of contact for customer purchase orders. Will include orders for production parts, tooling, and automation. Tooling could be new or repair/modification.

- Reviewing POs for accuracy
- Determine acceptability of PO requirements and enter into system
- Send order acknowledgements to customers
- Monitor open orders/blanket orders for timeliness of manufacture and release and communicate of status of orders as needed
- Assist with sample request process, coordinating with operations scheduling and quality department review

Customer Complaints

Perform effective and helpful customer service functions including responding to customer complaints and gathering the required information to help the organization respond in an effective manner.

Account responsibility

- Assume control of house accounts, initiating customer contact in a pro-active manner to encourage and obtain additional business and or/offer and conduct routine follow up on products provided

Develop and monitor key performance metrics for BD team. The KPI's will be used to drive improved efficiency and customer engagement and will be published weekly and presented at Box Score's KRM meeting.

- On time delivery
- Monthly revenue projections
- Customer satisfaction

QUALIFICATION STANDARDS:

High school diploma or General Equivalency Degree (GED) and one to three years' experience in customer service is required. Thorough knowledge of computer word processing and spreadsheet software is preferred. Associate degree in business or related field is preferred.

Equivalent combinations of education and experience will be considered.

The successful candidate will be required to complete two weeks of process/product training provided by the Company.

KNOWLEDGE, SKILLS, & ABILITIES:

- Contribute to the overall success of the company by performing all assigned duties in a professional, timely, and accurate manner.
- Promote the Quality Improvement Process.
- Possess excellent verbal and communication skills.
- Possess superior attention to detail.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

PHYSICAL ACTIVITIES AND REQUIREMENTS:

Sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Ability to sit for extended periods of time. Ability to use fingers for activities such as typing and ability to stoop. Ability to talk and hear.

EQUIPMENT USED:

Ability to use general office equipment.

SAFETY, PROTECTIVE CLOTHING AND GEAR REQUIREMENTS:

Safety requirements for this position include, but are not limited to eye protection when on the production floor and in the tool room. Employees must follow any additional safety requirements as posted in specific job areas.

ENVIRONMENTAL CONDITIONS:

The employee is not substantially exposed to adverse environmental conditions.

MENTAL AND VISUAL REQUIREMENTS:

Moderate mental and visual attention required for performing office work.

COMMUNICATION SKILLS:

Ability to read, analyze, and interpret general reference periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of department heads and managers, clients, and members of the general public.

MATH SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as interest, proportions, percentages, area circumference and volume. Ability to apply concepts of basic algebra and geometry. Ability to interpret bar graphs.