

Edlund Company LLC

Job Description

Job Title: Customer Service Representative
Department: Customer Service
Reports To: Manager of Customer Relations
FLSA Status: Exempt

Edlund Company LLC, through continual improvement of its Quality Management System, is committed to providing cost-effective solutions, outstanding quality, and value-added equipment that meets the ever-changing needs of a global foodservice marketplace

SUMMARY

The Customer Service Representative will provide superior customer service to all internal/external customers by utilizing in-depth knowledge of company products and programs. They will provide support to the organization by obtaining, analyzing, and verifying the accuracy of order information and processing orders in a timely manner. They will coordinate shipments and complete administrative services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but are not limited to:

- Receives, processes, and verifies the accuracy of orders
- CRM/ERP systems and customer purchase orders.
- Answers customer inquiries/communications via telephone and/or email timely and effectively.
- Initiates required action/response to customer service requests for order changes, including the maintenance of order/customer information files and communicates changes to the appropriate personnel/departments.
- Notifies Customer Service Manager of unusual orders, large quantities of a single item, or potential extraordinary opportunities
- Works closely with the Shipping Department to ensure orders are shipped on time and complete. Contacts freight forwarder to arrange for order pick up when needed.
- Produces required shipping documents, labels, and invoices and transmits necessary information to freight forwarder, customer and/or sales representative.
- Provides superior customer service by utilizing in-depth knowledge regarding products, service needs, and/or replacing parts.
- Provides back-up support to the customer service team in the completion of duties as needed.
- Receives and documents customer complaints with a solid understanding of when a situation needs to be escalated.
- Confers with production, sales, shipping, warehouse, or common carrier personnel to expedite or trace missing or delayed shipments.
- Attempts to up-sell additional products to the customer based on their needs and past order history.
- Prepares, generates, and distributes reports and order acknowledgements to appropriate personnel when requested.
- Performs various filing, mailing, and other clerical tasks as needed.
- Supports sales team with information requests

Participates and provides expertise as a member of the customer service team. The team's objectives are to develop and recommend changes to existing methods and systems to increase the accuracy, efficiency, and responsiveness of the Customer Service Department as a whole.

SUPERVISORY RESPONSIBILITIES

None

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.

OTHER NECESSARY FUNCTIONS

- Excellent data entry skills
- Excellent interpersonal communication skills
- Ability to multi-task and work in a fast paced environment
- Follow all policies, procedures, ergonomic standards and safety requirements directed by Edlund Company LLC and the Customer Service Department
- Ability to get along with others, be punctual, and follow instructions
- Ability to uphold safety standards, participate in continuous process improvements on the job, and follow our Manufacturing Best Practices
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write professional business correspondence
- Ability to effectively present information in one-on-one and small group situations to engineering team and/or employees
- Ability to perform these operations using units U.S. and international monetary, weight measurement, volume, and distance
- Ability to apply common sense understanding to carry out instructions
- Ability to deal with problems involving several concrete variables in standardized situations
- Perform other duties as requested by management
- Excellent organizational skills
- Effective and friendly customer service skills

EDUCATION and/or EXPERIENCE

- High school diploma; plus 1 - 3 years of related experience and/or training.

REQUIRED COMPETENCIES AND APTITUDES

- Excellent project and time management skills
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations
- Ability to clearly and concisely report data via spreadsheets
- Self-motivated, positive team player with ability to train and interact with individuals at all levels.
- Ability to make independent decisions in accordance with company policy.
- Strong analytical skills and the ability to propose positive business solutions to difficult situations.
- Ability to work flexible hours as needed including job rotation and overtime.
- Ability to get along with others, be punctual, and follow instruction.
- Ability to follow Edlund Company LLC policies and procedures.

TECHNICAL SKILLS

- Proficiency in Microsoft Office, especially Excel, Word, and Outlook

PHYSICAL DEMANDS

- Predominately sedative with high frequency of sitting, typing, talking, listening and hand and arm usage (67% - 100% of the workday).
- Occasionally required to walk, lift, reach, climb or balance, stoop, kneel, crouch, or crawl, and smell.
- The employee may occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.
- Occasionally exposed to moving mechanical parts.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; and risk of electrical shock.
- The noise level in the work environment is usually moderate.