



<b>Job Title:</b>	Customer Service Specialist	<b>Job Category:</b>	Salary
<b>Department:</b>	Customer Service	<b>FLSA</b>	Non-Exempt
<b>Location:</b>	Hiram, OH	<b>Reports To:</b>	Customer Service Manager

**Job Description**

This position professionally represents the company in providing high quality and timely solutions to effectively meet the needs of our customers by communicating effectively, providing complete information to the appropriate internal resources to provide the right product/information in a timely manner; and by having a thorough understanding of the company’s policies, procedures, products, and services.

**ROLE AND RESPONSIBILITIES**

- Develops a thorough understanding of our company’s policies, procedures, products, and services, and capabilities to serve our customers. Assists less experienced customer service representatives by providing information as necessary.
- Develops and maintains effective working relationships with assigned customers while understanding their businesses, organization, and needs.
- Develops effective relationships with appropriate internal company resources to serve as a liaison in effectively serving our customers.
- Responds to customer’s requests for quotes by entering the necessary information into the quoting system and responding in a timely manner. Actively follows up on quotes before expiration to gather business intelligence if an opportunity is lost.
- Communicates with customers to enter incoming orders into the system with complete and accurate information regarding quantity, specifications, and desired delivery dates.
- Work closely with the credit department to verify the customer’s credit status and resolve any credit issues.
- Tracks orders, communicate with internal company resources and the customer regarding the status of orders and the need for any changes and effectively serves as a liaison to develop solutions to any order processing issues. Assists less experienced customer service representatives with more complex issues.
- Process customer returns according to established policies and procedures.
- Keeps the Customer Service Manager aware in a timely manner of any issues needing their involvement and any changes in customer or industry trends observed through the regular interaction with customers.
- Maintains timely and accurate records and reports, as required.
- Works independently and within a team to assist the Customer Service Manager with ongoing project work, including planning and coordinating presentations, disseminating information, and/or organizing events.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High School Diploma or equivalent required, Associate’s Degree preferred.
- Has the necessary training to be proficient in the position.
- Has three to five years of customer service experience in a manufacturing or technical environment.
- Has a strong customer orientation with excellent communications and interpersonal skills to be able to interact effectively with customers and internal company resources.
- Has excellent computer skills and is proficient with all related company systems and programs.
- Has strong analytical and problem-solving abilities.
- Effective time management skills in prioritizing and addressing multiple and, at times, conflicting demands.
- High energy with a sense of urgency in responding to customer needs.
- High level of personal and professional integrity.
- Is committed to the company’s values.

**PHYSICAL REQUIREMENTS**

Normal office conditions. Primarily works for extended periods in a sitting position interacting with customers by phone and email and communicating with internal company resources.