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## Customer Service Representative

### JOB TITLE

Customer Service Representative

### DEPARTMENT

Customer Service / Sales Department

### JOB DESCRIPTION SUMMARY


The Customer Service Representative is responsible for ensuring a seamless customer experience by coordinating service inquiries, addressing customer concerns, and working closely with various departments to resolve issues in a timely manner.

This role typically involves providing administrative support to Customer Service/Sales, answering customer inquiries, resolving issues, processing orders and transactions, maintaining customer records, providing feedback to management, answering phones, and adhering to company policies.

### ESSENTIAL FUNCTIONS AND DUTIES

- Order entry
- Experienced in logistics, and shipping
- Coordinate/communicate between departments
- Analytical person
- Create and modify documents using Microsoft Office
- Perform general clerical duties to include but not limited to photocopying, faxing, mailing, and filing
- Assist receptionist in answering phone calls
- Excellent organizational and time management abilities, with a keen attention to detail
- Excellent work ethic
- Basic reading, writing, and arithmetic skills required
- Effective communication and interpersonal skills with the ability to handle challenging situations
- Proficient with Microsoft Office and Adobe programs
- Ability to multitask and work in a fast-paced environment
- Provide solving and critical thinking skills to identify and resolve customer service issues efficiently
- Collaborative, with positive attitude

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- Perform all duties in an independent manner with appropriate supervision

**OTHER CRITERIA**

- Recognize and deal with priorities
- Provide proper notification of absence(s) and report to work on time
- Maintain a well-groomed, professional appearance appropriate for the position
- Tactfully manage difficult situations in representing Alconex internally and externally

**REPORTING RELATIOSHIP(S):**

This position reports directly to the Customer Service Manager

**JOB REQUIREMENTS:**

**Education/Experience**

Minimum high school diploma or the equivalent is preferred

1-2 years experience in Customer Service or similar role

**License/Registration/Certification**

None

**MEASURES OF PERFORMANCE**


- Performance evaluations are performed for all hourly employees by your immediate manager. The Customer Service Representative will meet with Manager to discuss successes and areas of needed improvement
- Attendance is a critical part of successful performance for this position

**PHYSICAL REQUIREMENTS ACKNOWLEDGMENT STATEMENT**

The employee understands and acknowledges that the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

**JOB DESCRIPTION ACKNOWLEDGMENT**

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I have read and understand the above pages of this Customer Service Representative Job Description. I also understand that the Management of Alconex Specialty Products, Inc. can change this Job Description at any time.

SIGNED \_\_\_\_\_

**Customer Service Representative**

DATE \_\_\_\_\_

SIGNED \_\_\_\_\_

**Customer Service Manager**

DATE \_\_\_\_\_

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