



TITLE: CUSTOMER SERVICE REPRESENTATIVE

LOCATION

DEPARTMENT

REPORTS TO

Description

JOB SUMMARY:

The Customer Service Representative is responsible for maintaining an orderly flow of customer inquiries, quotations, orders and general correspondence in an efficient and timely manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Perform quotations, order entry, etc. using the company's TN System
- Process customer inquiries, quotations, orders and general information within the time allotted.
- Maintain a flow of communication with customers, sales representatives and headquarters personnel.
- The use of telephone stock sales, offering alternate constructions when necessary.
- Process clerical work such as filing, general correspondence, record maintenance.
- Assist customers in sales, credits, returns, complaints, expediting, etc.
- Assist District Manager in processing monthly reports.

KNOWLEDGE, SKILLS AND ABILITIES

- Requires strong communication skills; both written and verbal
- Working knowledge of general office equipment including computer use for email communication.

EDUCATION AND WORK EXPERIENCE:

This position requires a Bachelor's Degree, and 0-6 months experience



TRAVEL REQUIREMENTS: YES NO X

** Occasional travel. 0-10%

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Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This description reflects management's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.