



## Customer Service Representative

**Job Description:** Use strong verbal and written communication skills to assist customers with product selection and order entry.

### Primary Responsibilities

- Assist customers with product selection, pricing, and product availability for various manufacturers both over the phone and via email
- Enter purchase orders in Sales Assistant and LightEntry systems (industry specific software – will be trained)
- Follow up on orders and provide tracking information to customers
- Check acknowledgements and invoices to ensure material is ordered correctly
- Process RGA's with various manufacturers
- Develop and maintain relationships with both customers and manufacturers
- Learn product lines and be able to offer solutions to customers

### Secondary Responsibilities

- Assist Outside Distributor Sales department with stock pricing, promos, and misc duties
- Maintain product stock guides and pricing
- Misc filing and monthly reports
- Back up for Project Management department & Receptionist (As needed)

### Job Requirements

#### Basic Skills:

- Must be a highly motivated, self-driven, individual who loves the challenge and success of identifying clients' needs, as well as cultivating and expanding existing accounts
- Strong time management, verbal and written communication and listening skills are essential
- Must be an organized individual who is able to multi-task and able to apply common sense to any situation
- Ability to work both independently and in a team environment

#### Computer Skills:

- Must be proficient in Microsoft Word and Excel; know how to create, save, and modify Word & Excel documents
- Must be familiar with Microsoft Outlook or similar email system
- Must be familiar with Internet Explorer; know how to search the www, navigate websites, etc.
- Familiar with computer network – understands shared folders and drives

### Preferred Experience (but not required)

- 2 – 5 years customer service experience
- Knowledge of construction industry a plus