

# **TITLE: Customer Service Representative**

**FLSA: Nonexempt**

## **General Summary**

The Genevieve Swiss Industries (GenSwiss) Customer Service Representative provides Customer Support to GenSwiss customers and Distribution partners. Work requires exceptional attention to detail, ability to sit and work at a computer for long periods of time, answering incoming and making outgoing phone calls, and the ability to communicate clearly. . Reports to the Technical Customer Service Manager.

## **Principal Duties and Responsibilities**

1. Entering quotes and Sales orders in SAP Business One per customer requirements.
2. Answering incoming phone calls, working in Customer service related email inboxes.
3. Making outgoing Business Development or Order follow up calls.
4. Greeting visitors.
5. Process Return Authorizations, creation of new Item Masters, creating of new Business Partners, assigned miscellaneous reporting.
6. Communicate with outside vendors.
7. Participate in bi-weekly Sales Meetings.
8. Attend Trade shows as needed for business needs.

## **Knowledge, Skills and Abilities Required**

1. Minimum of 3 years' experience in a Customer Service related position.
2. Experience with incoming and outgoing phone calls.
3. Proven work history in making outgoing (Sales-Cold) calls.
4. Advanced knowledge and Comfort level with various computer software systems, including Microsoft Office suite, SAP Business One and CRM systems.
5. Ability to meet deadlines and have exceptional time management skills.
6. Must have exceptional attention to detail.
7. Must be a team player – working well with others.
8. Must be a self-starter, high achiever, driven to succeed.
9. Ability to work effectively in a fast-paced, high-intensity work environment.
10. Ability to work Monday thru Friday from 8am – 5pm (1 Hour Lunch) with no exceptions.
11. Ability to read and write procedural instructions and comprehend direction in order to create and follow process.
12. Ability to read and write English. Foreign language is a plus but not required.
13. Ability to work well under limited supervision.
14. Interpersonal skills necessary to communicate effectively with others within and outside of the company via conversation, email, etc.
15. Must be flexible and willing to perform other tasks as assigned.
16. Must be able to handle and maintain a high level of confidentiality.
17. Ability to learn technical aspects of products and promote user benefits.
18. Marketing knowledge and social media posts a plus.

## **Working Conditions**

1. Working in a clean well lit, climate controlled office for 8 hours a day.
2. Working on a desk top computer for extend amounts of time up to 8 hours a day.
3. Talking on a telephone for extended periods of time.
4. Reading GenSwiss and vendor supplied catalogs for extended periods of time.

5. Work somewhat close to other people, such as when sharing office space and such as being on the telephone with customers regularly.
6. There is a warehouse and manufacturing area that require specific PPE prior to entering. No access granted to these areas unless proper posted safety procedures are followed.

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

Essential Functions	
Essential Function	% TIME
Process Quotes and Orders into ERP system.	50%
Making outgoing phone calls to Customer and Prospects.	10%
Answer incoming phone calls from Customers and Prospects.	20%
Help others by answering questions and requests.	10%
Master Data Creation	10%

**QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.*

**PHYSICAL DEMANDS/WORKING CONDITIONS**

Physical Demands						
Physical Demand	NA	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting			X			Up to 50lbs
Carrying			X			
Pushing		X				

Physical Demands

<i>Physical Demand</i>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>	<i>Weight</i>
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling		X				
Grasping	X					
Feeling	X					
Talking					X	
Hearing				X		
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

*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 the essential functions*

## Working Environment

<i>Working Condition</i>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions	X				
Vibration		X			
Other	X				

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*