

## **Position – Customer Service Representative (CSR)**

**OVERVIEW:** Primary responsibilities involve receiving, processing, and communicating customer orders while maintaining accurate records of inventory. Position will communicate with customer and warehouse operations on a daily basis via phone and email. In addition to answering phone calls, this role will also assume general office duties such as: scheduling dock appointments, giving verbal directions to drivers, updating calendars and systems as needed.

**REPORTS TO:** Customer Service Manager – InterChange Main Office

**WORK HOURS:** 8:00am to 5:00pm Monday - Friday

### **DUTIES AND RESPONSIBILITIES:**

- Receive, process (in our Warehouse Management System), and communicate orders to the warehouse on a daily basis
- Monitor emails, incoming faxes, etc. and distribute as necessary
- Perform monthly inventory reconciliations and issue inventory reports as required
- Handle and relay customer issues/complaints
- Answer and transfer incoming phone calls
- Check and communicate voicemails left for main office daily
- Handle driver direction requests
- Schedule dock appointments and communicate with operations
- Understand customer requests and help make sure we are meeting the needs of the customer
- Provide back-up assistance for administrative co-workers

### **PRIOR WORK RELATED EXPERIENCE REQUIRED:**

1. A minimum of three years experience with Microsoft Office (Word, Excel, Outlook)

### **MINIMUM QUALIFICATIONS REQUIRED:**

1. High school diploma or GED equivalent
2. Organizational - ability to administer, organize, and file paperwork
3. Communicative - ability to effectively and efficiently communicate via email and phone
4. Computer Literacy – confident PC user with a willingness to learn and utilize InterChange’s Warehouse Management System and other vendor/customer specific software
5. Multi-Tasking Capability – ability to handle more than one task at a time
6. Professionalism/Patience – ability to satisfy the customer’s needs in a professional, pleasant manner