

Job Description Review

General Information			
Position Title:	Customer Service Representative	Supervisor Position:	Operations Manager
Department:		Segment:	
Business Unit:		Professional Group:	
Supervisory Responsibilities			
1. Does this position have supervisory responsibilities?	Yes __ No X	2. Are there supervisors reporting to this position?	Yes __ No X
1a. If Yes, how many employees report directly to this position?	# __	2a. If Yes, how many employees report indirectly to this position?	# __
Job Description			
3. Purpose: <i>(Briefly describe the position's primary purpose or contribution to the dept. or company)</i>			
The Customer Service Representative ensures delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries. This position is the first point of customer contact for general inquiries like pricing, products, scheduling etc. This position is also first point of contact for customers in the showroom.			
4. Duties: <i>(List the position's essential or most important mental and physical functions and responsibilities. Include all important aspects of the job and what time interval they occur [e.g. daily, weekly, monthly, irregular])</i>			
<ul style="list-style-type: none"> • Immediate processing of customer quotes and orders • Monitor service levels of orders and guarantee that they are being served according to our commitment to the customer • Perform accounts receivable and payable functions as it relates to customer orders and payments • Answer centers' calls and redirect the messages to the right person in the center • Assist or lead viewings of material in warehouse for customers • Update and maintain daily order sheet • Maintain stock of office supplies and order additional supplies when necessary • Solve customer issues related to orders, quotes, quality, delivery, errors, etc. • Schedule customer visits to the center and receive them in the showroom • Process credit memos and customer returns • Post customer payments and manage cash position in the center (deposit money in the bank, update petty cash information, etc.) • Introduce requests for new customers, new credit limits, changes in customers' information, etc in the system • Process the PQs and POs in the center • Receive any office and showroom material against its PO • Place Marketing material orders to DRI • Support the sales team to achieve and exceed sales targets by recording all information in a timely 			



Job Description Review

manner and highlighting in advance any issues that may arise from orders or existing accounts

- Maintain the showroom to be clean, in order and that all equipment in the showroom is in working order
- Interact with external contractors
- Keep records of documents in the center according to Finance/Legal/HR needs
- Perform analysis in SAP as requested by the GM, Operations Manager, or the sales/promotion force
- Suggest and implement improvements as identified and agreed with the GM and the rest of the team
- Other duties as assigned

5. Competencies: (Please indicate the level of importance each competency is to this position: 1 = min, 5 = max)

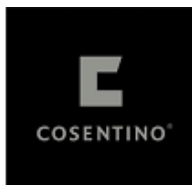
Analytical Thinking	X	Leadership		Planning/Organizing	X	Oral Communication	X
Project Management		Change Management		Professionalism	X	Written Communication	X
Interpersonal Skills	X	Delegation		Initiative	X	Technical Skills	
Strategic Thinking	X	Managing People		Cost Consciousness		Design	X
Problem Solving	X	Quality Management	X	Business Acumen	X	Organizational Support	

6. Skills: (Please indicate the level of develop in each skill that is required for this position. D1 = Initial Development, D2 = Under Development, D3 = Developed, D4 = Outstanding)

Segment	Skill by Position	D1	D2	D3	D4	
Core	Integrity/Reliability		X			
	Teamwork		X			
	Internal/External Customer Orientation		X			
	Results Orientation		X			
Fabrication	Innovation					
	Productivity					
Sales	Depth of Product/Market Knowledge					
	Commercial Solutions Presentation					
Staff	Adaptability to change			X		
	Creating Business Relations		X			

Education & Experience

7a. Minimum Education Level:	GED or HS Diploma	7b. Preferred Education Level:	Associates Degree
7c. If college degree is indicated, what majors are preferred / required?	Business or Design		
8a. Minimum Experience:	2 years in admin or customer service role	8b. Preferred Experience:	3 years Admin or customer service, stone industry preferred



Job Description Review

9a. Required Languages:	Spanish in some locations	9b. Preferred Languages:		
Certificates, Licenses, and Registrations				
10a. Mandatory:	None	10b. Preferred:		
Skills and Other Qualifications:				
11. Computer Skills: <i>(List all computer related skills required for the position, including software. Also include the years of experience with each program.)</i>				
<ul style="list-style-type: none"> Microsoft Office – 2 years intermediate SAP – 2 years experience preferred, not required 				
12. Specialized Equipment/Machines/Vehicles: <i>(Explain the type of equipment, purpose and approximate amount of time used. Please do not include common office machines. Also include the years of experience with each machine.)</i>				
<ul style="list-style-type: none"> 				
13. Other Skills, Abilities or Qualifications: <i>(List any other skills, abilities and/or qualifications that may be pertinent to performing this job)</i>				
<ul style="list-style-type: none"> Excellent customer service Ability to multi task and work in extremely fast paced environment 				
Physical Requirements				
14a. Physical Movements: <i>(Indicate if the below action is done no amount of time, occasionally (<1/3 of time worked), frequently (1/3 to 2/3 of time worked) or continually (>2/3))</i>				
	Not Done	Occasionally	Frequently	Continually
Standing		X		
Walking		X		
Sitting				X
Using Hand/Fingers to Handle/Feel				X
Reach with Hands/Arms		X		
Climbing or Balancing		X		
Stoop, Kneel, Crouch or Crawl		X		
Talk or Hear				X
14b. Physical Activity Required on the Job: <i>(Indicate if the below action is done no amount of time, occasionally (<1/3 of time worked), frequently (1/3 to 2/3 of time worked) or continually (>2/3))</i>				
	Not Done	Occasionally	Frequently	Continually
Lifting up to 10 lbs.				X



Job Description Review

Lifting up to 25 lbs.				X	
Lifting up to 40 lbs.		X			
Carrying up to 10lbs.				X	
Carrying up to 25 lbs.				X	
Carrying up to 40 lbs.		X			
14c. What is the heaviest item lifted, carried or pushed/pulled?				Samples or printer box paper	
14d. How much does it weigh?				20-30lbs	
14e. Is the object typically lifted, carried and/or pushed/pulled?				Carried, lifted	
14f. How many times a day is it lifted, carried and/or pushed/pulled?					
15. Does this job have any special vision requirements?					
16. Does this job require any PPE?		Only in warehouse			
Work Environment					
17. Indicate how much exposure to the following environment conditions this job requires:					
	None	Occasionally	Frequently	Continually	
Wet, humid conditions (non-weather)	X				
Work near moving mechanical parts		x			
Work in high, precarious places	X				
Fumes or airborne particles	X				
Toxic or caustic chemicals	X				
Indoors				X	
Outdoor weather conditions		X			
Extreme cold (non-weather)	X				
Extreme heat (non-weather)	X				
Risk of electrical shock	X				
Work with explosives	X				
Vibration	X				
18. Indicate what noise level this job is most exposed to:					
Very Quiet (isolation booth, forest trail)					
Quiet (private office, library)					



Job Description Review

Moderate Noise (business office with computer printers, light traffic)	<input checked="" type="checkbox"/>		
Loud Noise (large earth moving equipment)	<input type="checkbox"/>		
Very Loud Noise (jack hammer, rock concert)	<input type="checkbox"/>		
Human Resources Use Only			
EEO Classification:		FLSA Classification:	
Salary Grade:		Applicable GEO Codes:	
Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date:	