



JOB TITLE: Customer Service Representative

REPORTS TO: Customer Service Manager

DAYS: Monday – Friday

HOURS: 8:00 A.M. to 4:00 P.M.

JOB SUMMARY: The customer service representative is responsible for order entry, responding to customer issues/requests, providing quotes and managing various customer related transactions.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING.

- Develop a strong working relationship with our internal and external customers
- Respond to all customer requests within 24 hours
- Enter purchase orders as they arrive via EDI, fax or email
- Provide detailed quotes and offer product suggestions as requested
- Complete daily balancing of entered orders, open orders and backlog, and weekly operating report
- Respond to customer requests wanting acknowledgements, change of address, estimated ship date, change of ship date, freight quotes, invoice copies, cancellation of orders and assembly instructions.
- Assist customers with resolution for freight damage, defective product and missing product
- Work with customers on product returns process
- Provide training and support to our dealers and rep groups on our website
- Assist potential customers by answering questions and concerns about the Customer Credit Application, Terms and Conditions, product and pricing information
- Provide spreadsheets of product information, current pricing and images to dealers upon request. Proof dealer catalog pages and web pages containing DWI product for accuracy.
- Provide product specification sheets and other technical product information as requested.
- Update DWI catalogs, item master and price list as errors are found in descriptive texts, images, packaging, freight information and pricing
- Additional duties as assigned

JOB QUALIFICATIONS:

- Ideally a minimum of 2 years previous customer service experience.
- Strong working knowledge of Microsoft Office products. (Word and Excel)
- Previous experience with quoting and estimating products. Good with numbers.
- Must have strong verbal and written communication skills.
- Strong analytical and problem solving skills.
- Ability to learn quickly and desire to take on new projects.
- Must present a professional image.
- Team player with good work ethic