

Title: Customer Service Representative	Reports to: Inside Sales Manager
FLSA: Hourly – Non Exempt	Location: Fort Worth

General Summary

The Customer Service Representative (CSR) is the primary contact for order processing and customer service related functions. Responsibilities include processing telephone and email requests, enter and edit customer orders, process adds/changes/deletes to orders, and respond to Sales Representative requests. Ideally, every CSR would be knowledgeable in all areas of our business (louvers, dampers and silencers), and should have a background in a manufacturing related customer service role. This position is based in the Fort Worth corporate office with little to no expectations for travel.

Essential Duties and Responsibilities

1. Receive and make inbound/outbound calls from Sales Representatives and end users regarding general inquiries, order status, application of products, and pricing.
2. Expedite orders on the customer's behalf working with manufacturing and schedulers to pull rush orders through the system.
3. Monitors customer orders to ensure on-time shipment or to be aware of delays and proactively advise customer of order status.
4. Issues return goods authorization for warranty items and other material returns.
5. Investigates order errors & billing errors and proactively takes steps to rectify the error while determining the root cause and implementing permanent preventative actions.
6. Forwards documents to customers as necessary (NAFTA and Quality certifications, invoices, bills of lading, packing slips, bills of material, drawings, literature, installation instructions, etc.).
7. Identify opportunities for improving customer service processes using Lean tools.
8. Fill in to perform Receptionist duties during vacancies including daily lunch periods, vacations, and sick days.

Education / Experience Requirement

1. High school education required, Bachelor's Degree preferred.
2. 2-5 years customer service experience in a manufacturing capacity.
3. Demonstrated ability and desire to learn products and product application.

Specific Skills Required

1. Must possess the ability to communicate well both verbally and in writing.
2. Strong analytical ability & mechanical aptitude is essential.
3. Highly organized, self-motivated and able to multi-task in a fast paced environment.
4. Ability to use judgment regarding situations affecting both the customer and the firm.
5. Ability to handle complaints, arbitrate disputes and resolve customer grievances.
6. Skilled with MS Excel, MS Word, and MS Outlook software.
7. Ability to learn and operate proprietary and business enterprise software for product selection, pricing, and order processing.
8. Proven ability to operate well in a team environment.

If you are interested in applying for this position, please contact Ronald Linker at 817-509-2343 or rlinker@pottorff.com