

**Ohio Medical Corporation/ Amvex Corp.**

**Job Description**

**Job Title: Customer Service Associate**

**Department: Customer Service      Reports To: Customer Service Manager**

**Prepared By: Zarella Gho**

**Prepared Date: July 23/2015**

**Approved By:**

**Approved Date:**

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**SUMMARY**

**Process requests for quotations, orders, and part identification and lead times for customers. Generates quotations on standard product, process orders and product line conversation. Coordinates with other department in handling purchase orders, quotations, part identification and providing service to our customers and sales associates.**

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- **Process requests for price quotations, part identification, purchase orders, order changes, returns, order adjustments and cancellations directly from customers, original equipment manufacturers (OEM) and distributors.**
- **Performs clerical duties: order entry of customer purchase orders which includes validation or order entry into BV, pars and price verification, forwarding of order confirmation to customer and delivering order documentation to various departments.**
- **Manages orders changes which include the following activities:**
  - **Proactively communicates changes to customers**
  - **Process change in BV (data based processor)**
  - **Updates production order documentation to reflect changes**
  - **Communicate changes to production and shipping teams**
- **Resolves product and or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining best solutions to solve problems. Follows up to ensure resolution.**
- **Contributes to team daily effort by accomplishing related duties.**
- **Uses BV/ Intranet/ Portal to retrieve customer information, stock status information, pricing information, purchase order status and to change customer purchase orders when necessary**
- **Uses pricing guidelines for our products and customers while processing all orders to ensure complete accuracy.**
- **Follow up on inquiries by checking computer runs or M2M/ BV for delivery information. Works closely with a number of Freight forwarders and scheduling team to arrange deliveries of scheduled shipments.**

- **Handles the needs of sales representatives and customers by territory.**
- **Works closely with Accounts Receivable concerning credit status of customer to ensure on time PO processing and delivery. Prepares all related paperwork for the Accounting Coordinator for credit or debit to be issued.**
- **Opens new customer accounts by coordinating information between Inside Sales and or customer and Accounts Receivable .**
- **Maintain files of active orders and posts activity such as policy requirements, change notices, scheduling changes, partial shipments and credit changes.**
- **Orders referred to appropriate departments for on time processing ( shipping quotes, scheduling team, Inside Sales confirmations)**
- **Communicates and follow up with customers and sales representatives as needed via telephone and or email.**
- **Perform daily invoicing.**
- **Creates customer return authorizations by processing RMA and RGA which include follow up letters and closing of claims.**
- **Generate international commercial invoices as needed.**
- **Generate domestic shipping documents as needed.**
- **Process credit card transactions.**

## **QUALIFICATIONS**

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

### **Education and/ or Experience**

**High School graduate, Associates or Bachelor's degree preferred in Business Administration or other related field. 1 to 3 years experience in Customer Service Support/Administration or Inside Sales position. Ability to multitask in a fast paced environment.**

### **Language Skills**

**Ability to read and comprehend simple English instructions and short correspondence. Ability to write standard documentation. Ability to effectively communicate information with other employees of the organization. Must be able to effectively speak English.**

### **Mathematical Skills**

**Ability to add and subtract using whole numbers.**

### **Reasoning Ability**

**Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Must be well organized and detail orientated. Must possess excellent communication skills and telephone etiquette. Must also be**

familiar with general office equipment such as: M2M program, Xerox, and fax machines.

**Physical Demands**

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or touch objects, tools, or controls. The employee frequently is required stand, or sit for long periods of time. The employee is occasionally required to walk; sit; reach above the shoulders; stoop, kneel, or crouch; and talk or hear. The employee must have adequate vision for assembly and inspection of small components. The employee must regularly lift and/ or move up to 10 pounds, frequently lift and/ or move up to 25 pounds, and occasionally lift and/ or move up to 50 pounds.

**WORK ENVIRONMENT**

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.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually loud.

Employee Acknowledgement \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date: \_\_\_\_\_

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

