



POSITION DESCRIPTION

Job Title:	Customer Service Representative	Prepared:	11.19.2018
Department:	Customer Service	Location:	Gurnee, IL
Business:	Ohio Medical	FLSA:	Non-Exempt
Reports To:	Dir Customer Service		

GENERAL SUMMARY

Process requests for orders, returns, warranties and part identification. Communicates lead times to customers. Coordinates with other departments in handling purchase orders, quotations, part identification and providing support to our customers and sales representatives.

Ohio Medical is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, national origin, religion, gender, age, marital status, disability, veteran status, sexual orientation, gender identity, or any other characteristic protected by law.

KEY RESPONSIBILITIES (Include but not limited to)

- Process requests for part identification, purchase orders, returns, warranty orders, order changes, adjustments and cancellations directly from customers, original equipment manufacturers and distributors.
- Perform order entry of customer purchase orders which includes validation of order, entry into Epicor, sending order confirmation to customer and sale person.
- Achieve and maintain rapport with customers and sales team to provide a positive experience.
- Handle incoming telephone, email and fax requests while updating the Call Log in Epicor for all orders and activities that are customer impacting.
- Use Epicor to retrieve customer information, stock status information, pricing information, purchase order status and to change customer purchase orders when necessary.
- Use pricing guidelines for our products and customers while applying appropriate discounts.
- Follow up on inquiries by checking Epicor for delivery information.
- International CS Only: Work closely with forwarders regarding deliveries of scheduled shipments.
- Work closely with Accounts Receivable to inform them of a pending PO. AR to call the customer to release the account from credit hold.
- International CS Only: Generate appropriate international shipping documentation
- Manage order changes which includes the following activities
- Proactively communicate changes to customers
- Process changes in Epicor business system
- Communicate changes to production
- Conduct customer calls to follow up on open RMA's.



REQUIREMENTS FOR THIS POSITION

a. Professional Experience

- 1 to 3 years general office or customer service experience required
- Knowledge of distribution and manufacturing preferred

b. Education

- Bachelor's Degree Preferred
- Associates Degree Preferred
- High School Diploma or equivalent Required

c. Language

- English

d. Travel (estimated % of time)

- None

PERSONAL TRAIT PROFILE

- Good verbal and written communication skills for phone contact with customers and distributors. Ability to write standard documentation/communication.
- Experience using PC / Intermediate Microsoft, Outlook, Word and Excel
- Ability to add and subtract whole numbers.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to handle a variety of tasks and the ability to prioritize them. Must be able to work independently and be very organized.

KEY RELATIONSHIPS

a. Internal

- Reports directly to Director Customer Service & Inside Sales
- Direct Reports include:
 - None
- Sales Team to coordinate customer orders and returns
- Shipping Department
- Production Team
- Finance for new account set up and credit holds

b. External

- Customers
- Original Equipment Manufacturers (OEM)
- Distributors