



Job title	<i>Customer Service Representative</i>
Reports to	<i>Director of Customer Service and Inside Sales</i>

Job purpose

Process requests for quotations, orders, part identification and lead times for customers. Generate quotations on standard products, process orders, and product line conversions. Coordinates with other departments in handling purchase orders, quotations, part identification and providing service to our customers and sales representatives.

Duties and responsibilities

- Process requests for price quotations, part identification, purchase orders, returns, 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, forwarding of order confirmation to customer, and delivering order documentation to production for processing.
- Achieve and maintain rapport with customers to provide a positive experience.
- Handle incoming telephone, email and fax requests while completing the customer service activity log for all customer related communication.
- 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 computer runs or Epicor for delivery information.
- Works closely with forwarders regarding deliveries of scheduled shipments.
- Manage needs of sales representatives as well as the internal processing of their commissions.
- Work closely with Accounts Receivable to follow up on collections as well as checking credit status after receiving customer purchase orders.
- Generate appropriate international shipping documentation
- Manage order changes which includes the following activities
 - Proactively communicate changes to customers
 - Process changes in Epicor business system
 - Update production order documentation to reflect changes
 - Communicate changes to production
- Perform special processing of order and change information from key account customer's own business system and resulting processing steps in Epicor.
- Conduct customer calls to follow up on open RMA's.
- Perform general office duties. Back up to receptionist.
- Perform other related duties as assigned.

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

- Bachelor's Degree, preferred
- 1 to 3 years general office or customer service experience
- PC skills
- Knowledge of international shipping documentation is a plus

Language Skills

Good verbal and written communication skills for phone contact with customers and distributors. Ability to read and comprehend simple English instructions and short correspondence. Ability to write standard documentation/communication. Ability to effectively communicate information with other employees of the organization.

Mathematical Skills

Ability to add and subtract whole numbers.

Reasoning Ability

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.

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 a computer and keyboard, a phone and other office products. The employee frequently is required to sit or stand for long periods of time.

Work Environment

While performing the duties of this job, the employee will be working in an office environment. On occasion, the employee may be required to work for brief periods of time in the production environment which would expose them to moving mechanical parts, occasional fumes, airborne particles and/or increased noise levels.

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.

Working conditions

Customer Service Representatives will work from our corporate office in Gurnee, IL.

**Please send your resume to:
HRresume@ohiomedical.com**