POSITION DESCRIPTION

Job Title	Customer Service Representative	**Reports To**	Customer Service Supervisor
Department	Customer Service	**Location**	Gurnee, IL

GENERAL SUMMARY

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

KEY RESPONSIBILITIES *(Include but not limited to)*

- Adhere to all Ohio Medical QMS SOP and work instructions.
- Process requests for part identification, purchase orders, returns, order changes, adjustments and cancellations directly from customers, original equipment manufacturers and distributors.
- Work within customer portals for order retrieval.
- 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, pricing information, purchase order status and to change customer purchase orders when necessary.
- Follow up on inquiries by checking Epicor for delivery information.
- Work closely with Accounts Receivable to inform them of a pending PO. AR to call the customer to release the account from credit hold.
- Manage order changes which includes the following activities.
    - Proactively communicate changes to customers
    - Process changes in Epicor business system
    - Communicate changes to production

REQUIREMENTS FOR THIS POSITION

I. **Professional Experience**

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

II. Education

- Associates or Bachelors' Degree Preferred
- High School Diploma or equivalent Required

III. Language

- English

IV. Travel (estimated % of time)

- Domestic approximately 0 – 5%

This job description in no way states or implies that these are the only duties to be performed by this employee. The incumbent is expected to perform other duties necessary for the effective operation of the department or unit. This job description may be changed at any time.

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.