

ADP TOTALSOURCE / APGOMEZ ENTERPRISES

Job Description

JOB TITLE: Customer Service Representative

Reports To: Office Manager
Prepared by: ADP TotalSource

Non-Exempt
February 24, 2012

SUMMARY:

This position is primarily responsible for answering incoming calls, assisting customers with quotes and printing needs. This position will also be responsible for assisting outside sales representatives by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Follows up on quotes and tracks accordingly.

Accurately processes quotes and ensures all necessary files are ready for pre-press.

Interacts with customer to provide information in response to inquiries about products and services.

Provides support and backup to the Account Executives: phone support while out of the office; providing customers with basic information (e.g. shipping information, progress of print/job status); setting appointments/leads; researches new leads for Account Executives to follow up on.

Handles and resolves complaints.

Takes orders via phone, e-mail, fax, and/or walk-ins: banner blanks/quotes and orders as well as printed department/quotes and sales.

Provides outstanding customer service to ensure orders are processed and logistics are managed accurately and on time.

Resolves complex problems and issues in a professional and timely manner.

Provides support to both our internal and external sales teams.

Processes purchase orders (PO), samples, and evaluation requests.

Interacts with the Shipping/Receiving department to coordinate order fulfillment and shipping priorities.

Keeps customers, resellers, and distributors informed of shipment status.

Maintains and develops an in-depth knowledge of the company's available products and services.

Uncovers customer needs through the use of probing techniques and other sales tools.

Maintains quality service to all customers by answering product and service questions; cross-selling related products and services; and being courteous and responsive to all customer's needs.

Maintains customer record by verifying, updating account information and posting customer transactions.

Resolves product or service problems in a timely manner by listening and verifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem, expediting the solution; and following up with the customer.

Works in conjunction with other departments to resolve customer disputes.

Maintains company operations by following established policies and procedures; and reporting needed changes.

Prospects by using provided Google alerts and add client prospects to Lead Funnel.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Collects and researches data.
- Design - Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Communicates changes and progress; completes projects on time and budget.
- Technical Skills - Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Leadership

- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Organization

- Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Strategic Thinking - Understands organization's strengths & weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.

Self-management

- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.

- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety And Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

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:

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook) and Cyrious Software (Control)

OTHER SKILLS AND ABILITIES:

- Clear and conceptual thinking ability is a plus.
- Excellent judgment and discretion; ability to handle multiple priorities simultaneously, meet deadlines, and handle work-related stress is required.
- Friendly, courteous, service-oriented, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail-oriented and work effectively under pressure while meeting all applicable deadlines.
- Must be able to work independently and productively with minimum supervision.
- Recognize problems, identify possible causes and resolve routine problems.
- Ability to establish and maintain professional atmosphere for employees, clients and customers

OTHER QUALIFICATIONS:

- At least two year of experience working in customer service, operations, and/or logistics.
- Able to work a flexible schedule to include various nights, weekends and holidays.

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 sit and talk or hear.

The employee must occasionally lift and/or move up to 10 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.

The noise level in the work environment is usually moderate.