



FLSA Status: Non-Exempt

Job Title: Customer Support Representative

Department: Sales

Reports To: Inside Sales Manager

Pay Range:\$9:00 - \$15.00 per hour DOE

Job Summary

Responsible for supporting our account managers for a pre-assigned group of manufacturer's representatives in the USA. The position requires extensive data entry, email and telephone communication with customers and internal team members and the ability to support the remainder of the sales team.

Job Accountabilities

Customer Related Support

- Accurately and efficiently enters such items as customer orders, return material authorizations, literature requests, drop ship requests, etc., into the sales and financial systems with correct codes conforming to standard procedures.
- Thoroughly investigates and resolves problems associated with processing of customer orders and purchase orders in a professional and timely manner.
- Promptly answers customer inquiries related to orders, (order status, tracking, freight, invoice copies, availability, and expedites) and handles all customer correspondence by phone or email in a professional and timely manner.
- Uses professional and courteous communication skills to listen to customer requests in order to accurately define or determine their needs and provide them with the requisite response.
- Answers incoming calls related to lead time/stock check requests and provides accurate and timely information to the requesting party.

Sales Department Support

- Provides back-up support for Account Managers and other sales team members as needed.
- Maintains an up-to-date detailed open order report by diligently reviewing the report on a regular basis and following up with company personnel on the progress of completing the open orders.
- Expedites sales orders as requested by coordinating with all departments to ensure the expedite process is successfully completed.
- Processes Customer quotes, maintains a quote log and, working with the account manager, follows up on quotes in an effort to convert the quotes to sales.
- Maintains an up-to-date database of stocking distributors and regularly monitor the activity for their stocking distributors to ensure they are ordering product as expected. Work with Account Manager to increase stocking distributor orders.
- Assists the Account Manger and other sales team members in problem solving and implementing the solutions as they are defined.



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- Completes all required documentation in an accurate and timely manner.
- Provide backup to Sales and fellow Customer Service Representatives
- Performs other related duties as assigned or requested.

Job Qualifications

- Minimum Education: High School Graduate.
- Minimum Experience: 3 years customer service or data entry
- Preferred Experience: 5-7 years, or equivalent combination of education and experience.

Competencies

- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.
- Problem Solving - Identifies and resolves problems time efficiently; Gathers and analyzes information.
- Develops solutions; Works well in group problem solving situations; Uses reason.
- Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- Cost Consciousness - Develops and implements cost saving measures; Conserves company resources.
- Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary;
- Responds informatively to questions.
- Written Communication - Writes clearly and concisely; Edits work; Varies writing style to meet specific needs; Presents numerical data effectively; Able to read and interpret written information.
- Computer Software – MAS 500 or similar ERP system, Microsoft Excel and Word, Internet (Internet Explorer/Google Chrome), Adobe Reader
- Hardware – Computer, Copier, Document Scanner, 10 Key by Touch

Physical Demands

- Occasionally required to sit.
- Occasionally required to walk.
- Occasionally required to use hands to finger, handle, or feel.
- Occasionally required to reach with hands and arms.
- Occasionally required to talk or hear.
- Occasionally required to bend, lift or climb
- Occasionally required to lift light weights (less than 25 pounds)
- Occasionally required to lift moderate weights (25-50 pounds)
- Occasionally required to lift heavy weights (50 pounds or greater)
- Finger dexterity required.



- Hand coordination required.
- Specific vision abilities required for this job include: close vision, distance vision, ability to adjust or focus

Work Environment

- Exposure to adverse conditions.
- Exposure to extreme heat.
- Exposure to wet and/or humid conditions
- Exposure to moving mechanical parts
- Exposure to high, precarious places
- Exposure to fumes or airborne particles
- Exposure to toxic or caustic chemicals
- Exposure to outside weather conditions
- Possible risk of electrical shock
- The noise level in the work environment usually is moderate.