



7 OSER AVENUE
HAUPPAUGE, NY 11788-3808
TEL: 631-951-4908
FAX: 631-951-4749

JOB DESCRIPTION

TITLE: Customer Service Representative

DEPARTMENT NUMBER: 300, 500

REPORT TO: Director of Operations OR Sales Manager

JOB SUMMARY: Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

DUTIES AND RESPONSIBILITIES

- Coordinate client's product through company process from formula development, pricing, label proofing and scheduled shipment dates to finished dietary/nutritional product.
- Generate monthly inventory reports for customers
- Consult with Clients after sales or received purchase orders to resolve problems and to provide on going support
- Assist in providing customer quotes on new orders
- Coordinate activities with outside vendors with regards to the customer's orders
- Track purchase orders and coordinate with all departments.
- Provide sales support in making customer calls.
- Confer with customers by telephone or email in order to provide information about product and service.
- Obtain and examine all relevant information to asses validity of complaints and to determine possible causes

QUALIFICATIONS

- **Education:** High School diploma or equivalent, Bachelor's degree preferred
- **Training:** Must become knowledgeable of the customers we service
- **Experience:** 1-2 years customer service rep experience preferred, strong knowledge of MS Excel, Word, Outlook, and Access, strong verbal and written communication skills

Employee Name: _____

Employee Signature: _____ Date: _____