

## **Job Summary**

Precision Brand Products, Inc. is seeking a full-time Customer Service Representative.

This position requires you to provide superior telephone customer service to customers, operations and sales representatives. The Customer Service Representative is the primary point of contact for current customer accounts. You will be required to function in a professional manner and must be detail orientated in order to increase our value as a supplier to our customers. This includes providing customers with status updates regarding their orders, entering or adjusting sales orders and coordinating with other departments to resolve customer issues.

## **Duties and Responsibilities:**

- Build and maintain customer relationships
- Understand customer expectations on new and repeat orders. Contact customer to clarify orders with incorrect, missing or unclear information
- Review and input customer purchase requests / orders
- Troubleshoot and resolve any customer issues and disputes
- Process all daily orders received prior to designated cut-off time
- Accurately enter all orders
- Handle customer order change and return requests
- Respond to product type, availability and price inquiries
- Resolve conflicts that may arise between customer requirements and the production schedule, keeping sales and the customer informed
- Source, estimate and quote special order inquiries
- Communicate with customers and sales representatives, providing information as needed

## **Experience:**

- 3-5 years Customer service experience (preferred within a manufacturing or distribution environment)
- High school diploma or equivalent. College a plus.
- Superior verbal and written communication, problem solving, and decision-making skills
- Proficient in MS Word, Excel, Outlook
- Self-starter, able to work with a team
- Detail oriented

Equal Opportunity Employer: Disability/Veteran

Please email resume to [dboor@pbrand.com](mailto:dboor@pbrand.com)