

# **POTTORFF®**

Title: Customer Service Representative  
Reports to: Inside Sales Manager

Location: Fort Worth, TX  
FLSA: Hourly, Non-Exempt

## **General Summary**

The Customer Service Representative (CSR) is the primary contact for order processing and customer service-related functions. Responsibilities include processing telephone and email requests, enter and edit customer orders, process adds/changes/deletes to orders, and respond to Sales Representative requests. Ideally, every CSR would be knowledgeable in all areas of our business (louvers, dampers and silencers), and should have a background in a manufacturing related customer service role. This position is based in the Fort Worth corporate office with little to no expectations for travel.

## **Essential Duties and Responsibilities**

1. Receive and make inbound/outbound calls from Sales Representatives and end users regarding general inquiries, order status, application of products, and pricing.
2. Expedite orders on the customer's behalf working with manufacturing and schedulers to pull rush orders through the system.
3. Monitors customer orders to ensure on-time shipment or to be aware of delays and proactively advise customer of order status.
4. Issues return goods authorization for warranty items and other material returns.
5. Investigates order errors & billing errors and proactively takes steps to rectify the error while determining the root cause and implementing permanent preventative actions.
6. Forwards documents to customers as necessary (Quality certifications, invoices, bills of lading, packing slips, bills of material, drawings, literature, installation instructions, etc.).
7. Identify opportunities for improving customer service processes using Lean tools.

## **Education / Experience Requirement**

1. High school education required. Bachelor's Degree preferred.
2. 2-5 years customer service experience in a manufacturing capacity.
3. Demonstrated ability and desire to learn products and product application.

## **Specific Skills Required**

1. Must possess the ability to communicate well both verbally and in writing.
2. Strong analytical ability & mechanical aptitude is essential.
3. Highly organized, self-motivated and able to multi-task in a fast-paced environment.
4. Ability to use judgment regarding situations affecting both the customer and the firm.
5. Ability to handle complaints, arbitrate disputes and resolve customer grievances.
6. Skilled with MS Excel, MS Word, and MS Outlook software.
7. Ability to learn and operate proprietary and business enterprise software for product selection, pricing, and order processing.
8. Proven ability to operate well in a team environment.

## **Other Duties and Responsibilities**

This job may include other duties and responsibilities as assigned by the supervisor. These may change as needed.

## **Physical Demands**

Must be able to sit for extended periods of time and to walk to the production floor to review work in progress.

## **Work Environment**

The CSR generally works in an office setting but may also be required to review work in progress in a manufacturing environment.