

JOB DESCRIPTION – CUSTOMER SERVICE REPRESENTATIVE

Job Profile & Description: Customer Service Rep plays a crucial role in ensuring that customers' needs and issues are addressed effectively. This position typically involves a combination of administrative, communication, and problem-solving duties, all aimed at maintaining customer satisfaction while supporting production processes. This role is vital in ensuring that customers have a smooth experience from the moment they place an order, to after-sales service, ensuring satisfaction and repeat business for the manufacturer.

Essential Daily Duties:

- Process customer orders in ERP / Data Works system, ensuring that all details are correct, and the order is placed in the production schedule.
- Handle order changes, cancellations, and updates as needed
- Respond to customer inquiries regarding products, order statuses, shipment tracking, or production lead times either via phone or email.
- Provide accurate product information, specifications, and availability.
- Maintain clear and proactive communication with customers about order statuses, production timelines, and any issues that arise.
- Update customers on back orders or delays and provide alternative solutions if necessary.
- Coordinate with internal departments to find solutions and resolve matters
- Performs other duties as assigned

Qualifications:

- Minimum 3 years of experience in customer service, preferably in a manufacturing or industrial setting
- Strong written and verbal communication skills to interact with customers and internal teams.
- Active listening skills. Ability to articulate with others positively to convey information effectively
- Strong computer skills proficient with Microsoft Office
- The ability to handle multiple tasks at once while ensuring accuracy and efficiency.
- Preferably a minimum of 2 years' experience with an ERP / Data Works system or similar for entering orders

Reporting to – Senior Customer Service Manager