



Customer Service Representative

VALUE STREAM / DEPARTMENT: Sales

STATUS & PAY CLASS: Full Time - Hourly / Non-Exempt

SHIFT: First (1st) Shift / Overtime May Be Required

WORK SCHEDULE: Monday – Friday 8:30am – 5:00pm
Alternative work hours may be considered, if applicable

WAGE RATE: \$18.00 to \$30.75
Starting wage is negotiable based on previous knowledge/experience

POSITION SUMMARY: A Customer Service Representative is responsible for handling an array of front-facing duties. Some of these tasks include interacting with customers over the phone, and/or via email. Throughout these interactions Customer Service Representatives must maintain a high level of professionalism and present the organization in the best light possible.

Essential Job Functions



As a Customer Service Representative, an employee will be trained and expected to retain knowledge of all product lines and will be responsible for communicating directly with the customers and with production personnel in the areas of order processing and customer service.

Your job functions include:

- Will be responsible for communicating directly with customers and production personnel.
- Must learn to recognize and/or configure part numbers for both stock and non-stocked product
- Have the ability to accurately enter data using the company's computer software system for the purpose of:
 - o Receiving and processing orders to be filled either from standard inventory and/or issuing to production for manufacturing
 - o Filing and retrieving customer orders and quotes as necessary
- Required to provide customers with product information to assist in ordering and/or quoting:
 - o Preparing sale quotations for both tools and gages from standard fixed pricing or by material and cost methods
 - o Must have the ability to gain the knowledge to read and understand blueprints
 - o Required to respond to and to verify customers' order inquiries including order quantities, products ordered, pricing, discounts, exceptions and shipping and delivery information
 - o Responsible for authorizing returned goods by:
 - o Recording necessary information for credit or adjustments to customer's' accounts
 - o Enter replacement orders as needed
 - o Will assist in other office duties such as answering the telephone, faxing, scanning and copying

Essential Job Functions

Follows all company policies, ergonomic standards, and safety requirements

Perform other duties as required

- The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position

Regular and on-time attendance is required

- Be at work on time when scheduled to work, and remain at work throughout the established work schedule

Qualifications

REQUIRED

Education:

- High school education required or an equivalent of education and experience from which comparable knowledge and abilities can be acquired

Experience/Skills and/or years of specific experience:

- Ability to read, write and perform basic math functions in the areas of fractions, decimals and metric including conversions for each.
- Must have strong computer and data entry skills with the ability to operate in a Windows and no-Windows format
- Must be able to key at no less than 30 wpm
- Must have the ability to establish and maintain a professional and effective working relationship with customers, co-workers and other employees at all levels in the organization
- Effective written communication skills to create and deliver reports to Senior Management



- Ability to carry out assigned tasks and projects to their completion with minimal supervision
- Ability to work independently and with multiple tasks
- Ability to work within an atmosphere of continuous improvement and teamwork.
- Quality oriented with attention to details
- Familiarity with LEAN principles and waste elimination are a plus
- Must be at least 18 years of age

Additional Requirements:

Employment is contingent upon satisfactory completion of criminal background investigations as well as passing a post-offer, pre-employment drug screen

Tools & Equipment Used

While acting as a Customer Service Representative the employee will be expected to use the following machinery and/or equipment:

- Requires frequent use of computer (Use of Company's specialized internal software programs)
- Copier, printer, fax machine and scanner
- Mailing Machine
- Calculator
- Telephone

Work Environment

- This position is subject to Vermont Precision Tools' Drug and Alcohol Free Workplace Program.
- Works within the Operations Division of Vermont Precision Tools at the Swanton Vermont Manufacturing Facility and reports directly to the Sales Director and Manager.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The noise level in the office work environment is usually moderately quiet.
- The warehouse and manufacturing work environment may require the employee to be exposed to adverse conditions:
 - o Noise
 - o Dirt/dust/odors/fumes/mists/vapor
 - o Industrial fluids/chemicals (Coolants, oils, etc.)
 - o Areas requiring attention to safety procedures when exposed to that area



Physical Demands

Identify physical demands typically encountered and reasonably anticipated in this position.

- The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Physical Requirement	P	O	F	C	Physical Requirement	P	O	F	C
Sitting			X		Distinguishing colors	X			
Standing			X		Communicating through writing				X
Walking		X			Communicating through speech				X
Climbing while balancing (Step stool/ladders)	X				Lifting/carrying 10-25 pounds	X			
Squatting/kneeling/crawling	X				Lifting/carrying 26-50 pounds	X			
Use of feet (Foot pedals while balancing- flexion)	X				Lifting/carrying >50 pounds	X			
Foot Action (Standing on elevated lift platform)	X				Pushing/pulling	X			
Repetitive use of fingers (picking, pinching)				X	Handling (holding, grasping, gripping)		X		
Keying/Typing				X	Bending or twisting (at waist level)	X			
Feeling (Perceiving attributes of objects)	X				Reaching to side (Side bend)		X		
Hearing conversations or sounds				X	Reaching above shoulder level	X			
Seeing objects at a distance	X				Neck flexion/extension (chin to chest/chin away from chest/body)		X		
Seeing objects peripherally	X				Neck Twisting (side to side)				
Seeing close work	X				Repetitive wrist motion (flexion/rotation)				X
Reading				X	Overnight travel				
Other: (Please list and describe)									



Mark each of the above physical actions with the rating that best matches the expectations of the position, based on a week's time period, using the following scale:

- | | |
|--|--|
| P: Present (<i>Less than 1% of the time</i>), but may or may not be essential to the position | F: Frequently required (<i>over 34-66% of the time</i>) and essential to the position. |
| O: Occasionally (<i>up to 33% of the time</i>) and essential to the position. | C: Continuously required (<i>over 67-100% of the time</i>) and essential to the position. |