



<b>Position:</b>	<b>Customer Service Associate</b>
<b>Department:</b>	<b>Operations/Customer Service</b>
<b>Location:</b>	<b>Varied</b>
<b>Reports To:</b>	<b>Team Supervisor/Department Manager</b>
<b>Supervisory Responsibility:</b>	<b>No</b>
<b>FLSA Classification :</b>	<b>Non-Exempt</b>
<b>Last Update :</b>	<b>7/2019</b>

**Position Summary:**

The Customer Service Associate serves as a front-line position, navigating our customers to a solution that will help them maintain a safe and healthy facility. It requires strong verbal and written communication skills, and the ability to respond to inquiries in a timely manner. This entry-level role allows for diverse customer interaction and provides qualified employees the opportunity for advancement.

**Essential Functions:**

- Handle inbound/outbound customer phone calls.
- Enter and process customer orders.
- Troubleshoot customer issues and navigate them to a product or process solution.
- Navigate point-of-sale system including order entry, order history, customer accounts, etc.
- Handle inbound/outbound facsimile documents.
- Read and respond to emails including direct communication with customers and internal personnel.
- Maintain annual regulatory and company compliance training.
- Participate in work projects related to task improvement.
- Maintain understanding of key performance indicators.

**Education & Experience:**

- High School Diploma or equivalent
- Less than 1-year experience or training in related field

**Qualifications:**

- Excellent Communication Skills
- Attention to Detail
- Basic Analytical Skills
- Basic Understanding of 5S Principles

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.



- Basic Troubleshooting Skills
- Computer Literacy: Microsoft Suite including PowerBI, Teams, Planner, and SharePoint

### **Competencies:**

For each role within our company we have a defined set of competencies that we have determine will enhance the employee's ability to perform the role efficiently. We are looking for individuals laced with these competencies to perform this role.

### **Company Competencies**

- Customer 1<sup>st</sup> Attitude
- Adaptability
- Concern for Safety
- Integrity & Ethics
- Pursuit of Excellence/Lifelong Learning
- Teamwork

### **Role Competencies**

- Accountability
- Attention to Detail
- Communication
- Customer Focus
- Evaluate, Standardize, Train & Manage
- Keeps Commitments/Meets Deadlines
- Positive Attitude
- Problem Solving
- Product Knowledge
- Professionalism
- Regulatory Compliance
- Relationship Building
- Technology Proficient
- Time Management

### **Equipment Used:**

Standard office equipment including phone, computer, fax, and printer/copier.



**Working Environment:**

The work is primarily performed in an office setting with a controlled environment.

**Work/Schedule**

Day shift, Typically Monday-Friday.

**Travel:**

Minimal local travel – up to 5%

**Physical Demands:**

The physical job demands include maximum occasional lift of 45 lbs. from floor to 33 inches; maximum occasional carry of 45 lbs. for 200 ft; maximum occasional horizontal push/pull force of 5 lbs.; frequent forward reach of 30 inches; occasional lateral reach of 12 inches; occasional reach overhead of 75 inches; occasional bend; constant neck flexion; constant fine motor coordination; constant sitting; occasional standing; and occasional walking. PDC Level: MEDIUM

**Eligibility:**

- Must be legally authorized to work in the United States without restriction.
- Must be willing to submit to a background investigation, including criminal history and motor vehicle check.
- Must be willing and able to pass a post-offer drug screen and physical.

**EEO Statement**

EEO Employer W/M/Vet/Disabled