

# Mr. Longarm, Inc.

## Customer Service Representative

### GENERAL INFORMATION

Job: Customer Service Representative  
Department: Customer Service  
Supervised by: Customer Service Manager  
Normal Office Hours: 8:00 AM – 5:00 PM Monday to Friday  
Position: Customer Service Representative  
Pay Rate: \$15.00 - \$16.00 per hour  
Position: Regular Full-Time / Hourly Non-Exempt  
Location: Greenwood Main Office

### EDUCATION / EXPERIENCE REQUIREMENTS:

- Preferred with one-year experience in Customer Service.
- High school graduate or equivalent.
- Must have excellent customer service skills
- Able to communicate clearly, projecting a friendly and helpful image over the telephone and via email
- Proficient in 10-key.
- Experienced in Microsoft Office
- Multi-tasked
- Possess exceptional organizational skills.
- Works well in both independent and team settings.
- Excellent telephone skills needed.

### ESSENTIAL JOB FUNCTIONS:

- Provides prompt customer service via telephone, letter, fax, e-mail and order entry.
- Enters purchase orders using data transmission methods.
- Maintains customer and rep files.
- EDI backup
- Audits customer accounts
- Processes credit memos. Issues Return Goods Authorizations.
- Receives and processes defective part requests.
- Sends out replacement parts.
- Provides follow-up on orders.
- Coordinates with all other departments to ensure prompt processing, accurate handling and timely delivery of all orders, requests and complaints.
- May be assigned other duties as required by supervisor
- Required to work mandatory overtime.

### NON-ESSENTIAL JOB FUNCTIONS

- Establishes and maintains files and vendor jackets.
- Make copies
- Shred papers
- Typing