



Customer Service Representative II

EMPLOYMENT AGREEMENT: Non-Exempt

ADVISOR: Customer Service Manager

PRIMARY CHARACTERISTICS:

- **Principles:** Supports and models the company's principles that are identified in the Declaration of Belief and Direction Statement, in all areas of conduct and business.
- **Professionalism:** Displays professionalism to all Reell constituents by the actions, attitudes and work style displayed.
- **Pleasant Demeanor:** Treats people with dignity and respect and always displays a pleasant demeanor in customer interactions and transactions.
- **Customer Focus:** Have Passion for taking care of customers.
- **Communication:** Excellent oral and written communication skills. Never let the customer wonder.
- **Detail Oriented:** Enjoys and is adept at working with large amounts of detailed data, accurately and efficiently.

KEY RESPONSIBILITIES:

- **Sales Order Coordination:** Process and maintain customer orders in ERP system. Serve as first contact within the Global Sales and Customer Service (GSCS) department for issues with production scheduling. Escalate complex problems to Account Managers. Primary contact for assigned accounts. Customer accounts assigned are low to medium in complexity. Generate correspondence and customer communication as needed. Serve as liaison with other functions as needed. Manage customer expectations. Responsible for incoming phone and e-mail inquiries for assigned accounts - may forward to appropriate Coworkers as needed. Update quote data and distribute as required. Review compliance with export regulations and escalate as needed. Provide shipping detail to customers as needed.
- **Shipment Monitoring:** Ensure shipments are tracked and expedited as needed. Assists Shipping department with inter-departmental issues.
- **Customer Feedback (RMA):** Process Return Material Authorization (RMA) for customers as directed by Customer Account Managers (CAMs). Work with CAMs to monitor progress for assigned accounts. Communicate with customers and internal departments on corrective actions and follow up as needed.
- **Customer Account Coordination:** Execute credit checks process as directed for new or existing customers. Utilize credit monitoring system; Dunn and Bradstreet (D&B) or other system for processing and analysis, credit references and forward information to CAMs. Serve as contact within the GSCS departments for accounts payable issues for assigned accounts. Perform or assist with collections as directed. Enter and maintain customer and contact information in the ERP, and/or other Customer Relationship Management (CRM) systems.
- **Invoice Processing:** Send, monitor and track automated invoice process as assigned. Process per customer requirements including credit card transactions.
- **Forecast:** Request and enter customer forecast data as needed and directed for input into ERP system while collaborating with appropriate sales Coworkers.

- **Data Management:** Responsible for entering, updating and maintaining GSCS data. This includes, but is not limited to credits, RMA's, forecasts, customer records, CRM and ERP systems. Complete customer surveys and route surveys and contract requests internally as required. Ensure completion and timely response to customer. As needed or assigned: run requested reports, create and maintain charts and Customer Service metrics, post as required to SharePoint, PLM, or QCMS. Create and maintain electronic filing systems. Update and maintain current assigned customer information such as custom sales price lists, in the ERP system annually as directed &/or needed.
- Identify opportunities, create, review or update, and submit for approval, new or revised procedures (SOPs), department aids. Submit updated suggestions related to job description as needed.
- Back up other customer service team members as needed
- Other duties as assigned.

SKILLS REQUIREMENTS:

- Industry and Technical Knowledge
- Quality Focus
- Adaptability
- Analytical Thinking and Problem Solving
- Ability to multi-task
- Detail-oriented
- Time and Task Management
- Continuous Learning-desire to learn and grow in position
- Tenacity
- Excellent oral and written communication skills, effective listening - inform with clarity
- Listening to Understand
- Relational skills, ability to build rapport, ability to perceive and be sensitive to customers' needs and concerns with a desire to serve while maintaining a positive attitude
- Intermediate skills in current Microsoft programs (includes Outlook, Excel, Word, PowerPoint), manufacturing software (Enterprise Resource Planning-ERP and CRM system)
- Ability to learn software programs as needed
- Accurate keyboard skills of 40+ wpm
- Ability to prioritize tasks and workload, and be flexible to changing needs while working independently
- Maintain Positive attitude

EDUCATION AND WORK EXPERIENCE REQUIREMENTS:

- Associate's Degree or equivalent experience of at least 3-5 years in customer service role or equivalent

PREFERRED REQUIREMENTS:

- Bachelor's Degree
- International trade, including export compliance and NAFTA/USMCA experience
- Experience with project management

PHYSICAL REQUIREMENTS:

- May occasionally lift up to 40 lbs.