

The Lebermuth Company

Job Description

Job Title: Customer Service Representative

Department: Sales & Marketing

Reports to: Customer Service / Sales Support Manager

FLSA Status: Non-exempt

Summary:

Responsible for receipt and processing of customer orders for House Accounts, and for providing backup support to the Sales Support team members.

Essential Duties & Responsibilities:

- Accurately and efficiently process customer transactions in the ERP system (i.e. order entry, account set up, entry of account notes and shipping and billing preferences, and account maintenance on an ongoing basis) for the following:
 - House Accounts
 - Internet Orders
 - Sample Requests
 - Assigned Leads, i.e. HubSpot, Trade Show, etc.
 - Hot Jar
- Proactively keep customers apprised of any order updates, including shipping delays; work with department manager to resolve any anticipated problems
- Manage Return Merchandise Authorization (RMA), Credit Memos and Replacement Orders as applicable to customer orders
- Communicate with the department manager regarding special requests from customers and on any concerns or problems with customer orders
- Proactively manage and support customer accounts by continually seeking improved methods of service (i.e. upselling, cross-selling, House account referrals to Sales team members)
- Maintain open communication with Sales, Purchasing, Shipping and Manufacturing personnel, to ensure order integrity and on-time delivery
- Work cooperatively with all Lebermuth team members to grow customer relationships and sales
- Manage project requests, including purchasing, lab and regulatory requests, from House accounts and follow up with customers for feedback; provide updates to the Lab (i.e. projects won, lost or changes needed)
- On an ongoing basis and in a timely manner, complete all required entry into the CRM (i.e. tracking emails, customer contacts, lab requests, cases, leads, opportunities); ensure records/information are current

- Continually expand knowledge base of products and solutions in order to articulate the benefits of Lebermuth product offerings
- Determine appropriate pricing strategies, based on knowledge of individual customers or special requests, and in coordination with the department manager
- Assist with past due invoices or collection efforts, when needed
- Keep work area neat and clean; maintain good housekeeping practices
- Continually strive to promote a safe food culture, ensuring the production and shipment of safe quality food products
- Other duties, as assigned

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Qualifications:

Education and/or Experience: High school diploma or equivalent, and completion of college coursework; two years related experience and/or training; or equivalent combination of education and experience from which comparable knowledge, skills and abilities have been achieved.

Language Skills: Ability to read, analyze and interpret purchase orders, general business periodicals, professional journals, technical procedures and governmental regulations. Ability to write correspondence that is professional in both content and tone. Ability to effectively present information and respond to questions from Lebermuth team members and customers.

Mathematical Skills: Ability to add, subtract, multiply and divide using whole numbers and decimals. Basic understanding of percentages. An understanding of the business principles of gross margin, cost of goods sold and net profit.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Computer Skills: Advanced data entry skills with a high degree of accuracy. Strong working knowledge of CRM systems; MS Office applications; and manufacturing, inventory control and order processing software.

Certificates/Licenses/Registrations: None required.

Physical and Sensory Demands:

- Frequent use of sense of smell

- Frequent/Daily use of vision abilities for close, distant, peripheral, depth and color recognition, with the ability to adjust focus
- Frequent/Daily periods of sitting, standing and walking
- Frequent use of hands and fingers to handle, reach, grip, grasp and twist
- Occasional need to kneel, stoop, bend and crouch
- Minimal lifting throughout a scheduled work day
- Occasional to regular need to climb stairs

Competencies:

- Excellent oral and written communication skills
- Effective problem solving and listening skills
- Team player who also functions well independently, a self-starter
- Ability to multi-task; effective time management skills
- Openness to others' points of view; ability to give and receive feedback in a professional manner
- Ability to read and understand verbal and written instruction on an on-going basis
- Interest and willingness to assist Company Management in moving the business forward
- Ability to exercise sound and accurate judgment
- Understands the critical importance of maintaining confidentiality of Lebermuth and customer information; maintains a high level of professionalism
- Ability to prioritize and plan work activities
- Consistently at work and on time

Work Environment:

- Works in a fast-paced, high volume business environment
- While performing the duties of this job, the employee is regularly exposed to perfumes and airborne scents
- Noise level is usually moderate
- Work schedule is generally 8-5pm, but may vary week-to-week to ensure business and customer needs are met