

Customer Service

Our Geauga county client is seeking an experienced and strategic Customer Service Sample Fulfillment Representative to join their successful and growing team. In this position you will have the opportunity to act as an intermediary between customers, regional business managers and manufacturing to process requests and communicate results to the appropriate parties. Initiate follow-up and expedite orders. Communicate the status of orders to customers and regional business managers. Support the Logistics Department with the prompt processing of orders in accordance with schedules. Research customer requests and respond timely. Provide compliant processing and quick problem resolution. Maintain files and documents.

Duties and Responsibilities:

- Manage customer inquiries, including but not limited to: order status, product information, order processing, as well as product line knowledge
- Process all customer orders by: CRM, EDI, SAP, telephone, fax, and email.
- Maintain contact information in customer database
- Combine all customer orders to generate delivery requests
- Daily contact with cross functional team: Field Sales Representative/ Market Development Managers/ Product Managers/ Marketing Team, (as to new product launch and/or history of collateral items)/ Trade Show and Tech teams as needed for special requests
- Manage customer inquiries, including but not limited to: order status, product information, order processing, as well as product line knowledge
- Answer any customer inquiries (fax, phone, email). Check stock provide availability dates.
- Refer Distributors and the Design community to field reps. and Market Development Managers in their area, or to the Company website
- Coordinate and set up “custom” order entries and shipments
- Work closely with the samples warehouse team to clarify special requests for orders

Requirements: (including educational requirements)

- 1+ Years of Marketing or related experience/education
- Strong customer orientation
- Very technology savvy in the Microsoft Office Suite
- Experience with SAP
- Ability to read and interpret documents such as procedural manuals, work instructions and software manuals
- Ability to write routine reports and correspondence
- Work efficiently with cross-functional departments including but not limited to Pricing, Sales, Administration, Logistics, Finance, Quality, Marketing, Distribution and Field Sales Force
- Attend applicable Safety Trainings to remain compliant with OSHA regulations
- Participate in various committees and events
- Driven to become familiar with all product lines and customer base
- Ability to speak and communicate well with customers
- Excellent interpersonal skills
- Strong team player
- Excellent listening and communication skills
- High School diploma or equivalent - required
- 2 or 4 year college degree or equivalent experience – preferred
- Strong attendance record
- Commitment to company values
- Strong organizational skills

- Ability to add, subtract, multiply and divide in all units of measure

Benefits:

- 1st shift 8am-5pm
- \$15/hr
- Multiple Healthcare Plans
- Dental
- Vision
- Accident, Disability, Life
- Direct Deposit/Pay Cards
- 401(k)
- Referral Bonuses

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Please call our office if you have any questions at 440.974.7171

If interested, please send your resume to mentor@trnstaffing.com

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