



## **JOB DESCRIPTION**

**POSITION:** Customer Service Coordinator

**REPORTS TO:** Sales and Marketing Manager

**DATE UPDATED:** 2/15/19

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The Customer Service Coordinator is responsible for providing accurate and friendly customer service and fulfilling customer needs to ensure customer satisfaction. Primary responsibilities include processing orders, preparing correspondence, A/P invoice entry and PO receipt entry.

### **DUTIES AND RESPONSIBILITIES:**

#### **Customer Service**

- Enter all customer orders and send acknowledgements in a timely manner
- Stay in constant communication with current customers through email and phone calls
- Exercise independent judgment in handling multiple calls and customer requests
- Keep sales team and supply chain abreast of customer product changes or other information
- Work closely with planner to ensure customer requirements are met
- Maintain all PPC item relevant documentation
- Develop monthly sales forecasts in conjunction with supply chain and sales to identify 30, 60 and 90-day customer requirements
- Coordinate e-commerce inventory and ensure timely fulfillment of orders
- Work in conjunction with warehouse lead to guarantee all outbound shipments are scheduled for pickup within 48 hours of completed production

#### **Administrative**

- Answer and manage incoming calls, respond to and distribute incoming communications
- Enter A/P invoices and PO receipts against the correct general ledger accounts
- Reconcile A/P invoices for items with the packing slips received from appropriate personnel
- Resolve any A/P invoice related discrepancies through vendor and internal communication
- Enter production data to the correct posting period

### **POSITION REQUIREMENTS:**

- Ability to work in an office environment for 8 hours per day – sitting, standing and/or walking
- Driver's license and ability to drive
- Lifting and carrying up to 20 pounds



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### **KEY COMPETENCIES:**

- Excellent interpersonal and communication skills – both verbal and written
- A self-starter who demonstrates flexibility and adaptability
- Ability to navigate multiple computer systems and applications
- Strong problem-solving skills – anticipate customer risks and opportunities
- Must exhibit integrity, maturity, and dependability
- Proven ability to work effectively in a team environment
- Positive and enthusiastic

### **EDUCATION / SKILLS / EXPERIENCE:**

- Associate's Degree or equivalent experience preferred
- Proven experience going the extra mile to solve customer inquiries
- Demonstrated expertise with Microsoft Office Suite
- Proficient data entry, organizational, accuracy and attention to detail skills