



JOB DESCRIPTION FORM

POSITION INFORMATION	
TITLE: Customer Service Representative	DATE: DEC. 2009
DEPARTMENT, SELECT FROM: <input type="checkbox"/> Inside Sales <input type="checkbox"/> Outside Sales <input checked="" type="checkbox"/> Inside Support <input type="checkbox"/> Service <input type="checkbox"/> Truck Routes/Fleet <input type="checkbox"/> Management	
EMPLOYEE NAME:	REPORTS TO: SHAWN MOONEY, OPERATIONS MANAGER CHRIS OKELL, DISPATCH MANAGER

JOB TASKS

- Responds quickly and professionally to customers' questions.
- Provides in-depth knowledge and courteous service to customers by phone, electronically, in person, and fax to help determine the best product or service for their needs.
- Processes customer's order effectively, efficiently and accurately.
- Consults with customers to determine delivery date, location and method, and what follow-up action may be required.
- Coordinates and prioritizes order deliveries with Dispatch Manager.
- Processes incoming orders from Welders Supplies' branch offices in Brandon and Thompson.
- Discusses with the purchasing department a customer's immediate and future needs.
- Contacts vendors to secure current costs, availability, and delivery of non-stock items as requested by customers.
- Assists the shipping department to prepare and package outgoing orders.
- Ensures showroom is appropriately stocked, displays are maintained, products show current pricing, and advises management of any discrepancies.
- Conducts inventory spot checks.
- Discusses additional inventory with the purchasing department.
- Backs-up shipping department when required, and proactively provides support and assistance.

Team and individual behavioural expectations:

- Participates actively.
- Manages time effectively, meets personal goals, and works effectively with staff.
- Stays informed about products and services.
- Follows company policies and procedures.
- Presents a professional image at all times to customers.
- Takes the initiative to develop skills by reading and learning.
- Provides suggestions, ideas, and recommendations to increase efficiencies, cut costs and grow sales.
- Takes the initiative to help other team members.
- Asks questions and consistently challenges self to grow and succeed.

TOOLS/EQUIPMENT USED

- Delivery vehicles
- Forklift
- Pallet jack
- Standard office equipment

COMPETENCIES

- Accuracy/Attention to detail
- Listening
- Priority Setting/Time management
- Problem solving
- Reliable
- Team player

SIGNATURES

I have read and understood this description of the duties assigned to my position.

EMPLOYEE SIGNATURE (If Applicable)	DATE

I certify that this is an accurate description of the responsibilities required for the position and that it forms the basis for the performance appraisal of the incumbent. The incumbent has received a copy of this position description.

SUPERVISOR SIGNATURE	DATE