

**Job Identification**

---

**Job Title:** Customer Service Representative  
**Division:** Bailey West Inc.  
**Department:** Sales  
**Reports to:** Logistics Manager

**Job Purpose Summary**

---

The Customer Service Representative is responsible for serving customers in person and via the telephone with respect and professionalism. Incumbent is accountable for dealing with customer complaints, inquiries and processing transactions. The Representative understands his/her role as company ambassador and provides positive experience to all customers.

**Responsibilities and Accountabilities**

---

The responsibilities and accountabilities of the position include but are not limited to the following:

- Answer phones quickly, professionally, courteously and directs incoming calls to appropriate individuals.
- Research and resolve customer problems, acting as the customer liaison between other company departments when necessary.
- Up-sell company products and services based on customer needs, in accordance with the company's program standards.
- Handle inbound, unsolicited prospect calls and convert them into sales.
- Emphasize product features and benefits, quote prices, and prepare sales order forms and/or reports.
- Enter new customer data and update changes to existing accounts in the database.
- Record and enter and print orders received via phone/fax or front counter, quickly, courteously and professionally.
- Field and respond to inquires regarding products, service, pricing, delivery, returns, and complaints.
- Inform customers and co-workers of delivery requirements for orders and co-ordinate, if necessary, specific arrangements for deliveries as per the customer's request.
- Work closely and effectively with the Sales, Production and Shipping to resolve issues and to develop new ideas and strategies to improve customer service.
- Participate in the company's quarterly inventory count.
- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Understand, support and adhere to the company's health and safety polices, programs and procedures by communicating and promoting health and safety awareness.
- Other responsibilities and accountabilities as assigned.

**Qualification**

---

- Must be proficient in Microsoft Office.

- Must have exceptional organizational skills and written and verbal communication skills.
- Must have exceptional customer service skills.
- Self-Starter with the ability to work in a fast-paced environment.
- Experience using SAP within the manufacturing industry would be preferred.

### **Working Conditions**

---

- Office environment.
- Some overtime as required.