

# GAT CREEK

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## HANDMADE IN THE USA

### JOB DESCRIPTION

**JOB TITLE:** Customer Service Representative  
**DEPARTMENT:** Customer Service  
**REPORTS TO:** Customer Service Supervisor  
**FLSA STATUS:** Non-exempt, Full-Time  
**HOURS OF WORK:** 8:00am-4:30pm  
**APPROVED DATE:** 7/31/24  
**EEOC CATEGORY:** E - Office and Clerical

#### JOB OVERVIEW

Provides high quality, efficient customer service by processing orders, returns, revisions, and shipments, and responding to customer inquiries.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned as deemed applicable.)

- Reviews, organizes, and distributes incoming orders for order entry.
- Inputs orders into the computer for order processing in a timely fashion.
- Reviews order acknowledgements for accuracy.
- Revises orders per customer requests.
- Assists customers concerning orders, returns, shipments and product information.
- Prepares orders for pick-up and shipment to retailers.
- Posts invoices to accounts receivable and processes end-of-day reports for distribution.
- Processes and coordinates special account orders.
- Processes price quotes for special orders.
- Directs customers to retailers for sales assistance.
- Answers department e-mail, phones and voicemail inquiries.
- Processes Return Authorizations.
- Establishes open order for new accounts.
- Assembles sales material for retailers and account reps.
- Assists with special projects, sales mailings, employee sales, and sales shows.
- Communicates and coordinates with other departments as necessary.
- Maintains confidentiality in corporate matters.

#### REQUIRED SKILLS/ABILITIES

- High school diploma or equivalent and three years related experience.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information and respond to questions from customers and the general public.
- Ability to use active listening skills.
- Mathematical Skills

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- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- 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.
- Language Skills
- Reasoning Ability
- Computer and Technical Skills
- To perform this job successfully, an individual should have knowledge of database software, MS Office software, internet and email.
- To perform this job successfully, an individual should have excellent telephone manners and skills.

### **PHYSICAL DEMANDS**

While performing the duties of this Job, the employee is regularly required to sit and talk or hear; use hands to finger, handle, or feel. The employee is occasionally required to stand, walk; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, and occasionally lift and/or move up to 30 pounds. This would include lifting and moving chairs, boxes, reams of papers, stacks of catalogs, and sample boards.

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

### **WORK ENVIRONMENT**

While performing the duties of this Job, the employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

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### **DISCLAIMER**

This job description is not designed to cover or contain a comprehensive list of all duties or responsibilities required of the artisan/staff member. Duties and responsibilities may change, or new ones may be added at any time with or without notice.

# Job Description Receipt and Acknowledgement

I acknowledge and understand that (check all boxes to confirm):

- ☐ Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- ☐ The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- ☐ Job duties, tasks, work hours and work requirements may be changed at any time.
- ☐ Acceptable job performance includes meeting job factor expectations and completion of the job responsibilities, as well as compliance with company policies, procedures, rules, and regulations.
- ☐ I have read and understand this job description.

Print Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Date Reviewed: \_\_\_\_\_