

Job Description

Company: Drake Plastics

Job Title: Customer Service Specialist

Summary:

The Customer Service Specialist is responsible for all point-of-sale services for customers, including quoting, negotiating, sales follow up, and order fulfillment. The order fulfillment function includes inventory and work order material identification, product labeling, packaging, material certification verification, and shipping coordination. This hands-on position is directly involved in the complete customer order acquisition through product delivery process.

Primary Duties / Responsibilities: to include, but are not limited to the following:

1. Customer inquiry resolution: phone, email, and web site request
2. Quoting/Order Confirmation: product availability, price, and delivery lead times
3. Order fulfillment: contract review, pull stock, product allocation, cut to order (as applicable), certifications/labeling, product protection/packaging, shipping, and system data entry
4. Manage inventory allocations to all assigned orders and verify compliance to all order specifications and quality requirements, including 3rd party purchase order processing.
5. Order fulfillment workflow improvement: waste/cost reduction, compliance, and accuracy focus
6. Manage and maintain assigned customer accounts, including documentation/forms review, client communication, process and opportunity identification, and client profile maintenance

International / Fab Order Responsibilities (in addition to the above):

1. Manages customer specific order flow through extrusion, molding, fabrication, 3rd party services, and shipping in order to meet or exceed on time delivery requirements.
2. Manages international shipments to ensure compliance with export control regulations, including specialty documentation preparation, USMCA, and other applicable requirements.
3. Stay current of US Customs regulations, classification/validation rules, and to serve as point of contact for advice, resources, education, and coordination of export compliance.

Required Skills / Experience / Education:

- Keen Customer Service and Sales attitude and aptitude with the ability to communicate effectively with all levels of staff and customers
- Organized and able to multi-task
- Self-motivated and dependable
- Attention to detail with strong focus on accuracy
- Proficient Software skills: QuickBooks, E2, MS Office, Logistics/Shipping Programs

Work Environment / Schedule: (as applicable)

Primary office, warehouse, and some shop environment with high level computer and phone interface. Frequent standing, walking, lifting (up to 35 lbs.), and carrying of product is required. Work schedule is Monday-Friday 8:30-5:30, with some expanded schedules required for peak order fulfillment needs.

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Approved By: _____

Date: _____