



# Customer Service Specialist Job Description

Document Number  
**JD- Customer  
Service Specialist**  
Revision: 231218

Originator: M. Anderson

Process Owner: Human Resources

Page 1 of 1

## 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:

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

## Required Skills / Experience / Education:

- 3-5 years of professional customer service experience in a business to business environment required
- Bachelor's degree in business, communications, or a related field preferred.
- 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 am – 5:30 pm, with some expanded work schedules required for peak order fulfillment needs.

*Drake Plastics is a drug free workplace. All applicants who receive conditional offers of employment will be subjected to pre-employment drug testing.*