



Customer Service Specialist Job Description

Document Number
JD-CSS-I
Revision: 240805

Originator: M. Anderson

Process Owner: Human Resources

Page 1 of 1

Summary:

Drake Plastics is a global leader in advanced polymer manufacturing, serving high tech industries around the world.

Our Customer Service Specialists manage all aspect of our business-to-business customers' orders. This includes quoting, contract review, order confirmation and fulfillment along with management in our ERP system (SAP Business One- migration in process). This hands-on position is directly involved in a wide band of customer order management resulting in a role that is dynamic, active, and never boring.

Primary Duties / Responsibilities:

- Ensure customers have a 5-Star experience working with you and Drake.
- Manage Customer inquiries, for product information, price, delivery or to place orders. (This job does not involve external solicitations or sales)
- Quoting/Order Confirmation: product availability, price, and delivery lead times. Updating customer data base with key information.
- Order (Contract) Review to ensure all requirements can be met. Resolve discrepancies as necessary.
- Manage Orders: Fulfill from stock or Make to Order.
 - A) Stock Order: Order fulfillment from inventory: allocate (ERP System) and pull stock.
 - B) Make to Order: Enter requirement in ERP System, track manufacturing progress, fulfill order when complete.
- All Orders: coordinate order pack (Packing List, Certification, Labeling, Invoice), product protection/packaging, coordinate shipping (typically UPS or FedEx).
- Order fulfillment workflow improvements: time/cost reductions, accuracy, or compliance improvements. Things that improve our customer experience carefully considered.
- Manage and maintain assigned customer accounts, including documentation/forms review, client communication, process and opportunity identification, and client profile maintenance.

Key Attributes/ Typical Skills / Experience / Education:

- Attention to detail with strong focus on accuracy.
- 3-5 years of professional experience. In Customer Service or a related field is a plus.
- Bachelor's degree in a business or technical field preferred.
- Keen Customer Service and Sales attitude and aptitude with the ability to communicate effectively at all levels of customers and co-workers.
- Organized and able to multi-task.
- Highly dependable self-starter with strong problem-solving skills.
- Proficient Software skills: MS Office, ERP System experience

Work Environment / Schedule: (as applicable):

Primary office with some adjoining climate-controlled packing area and warehouse. Active job well suited for those that don't want to be in a chair all day. Lifting to 35 lbs. of product is required.

Work schedule is Monday- Friday, 8:30 am – 5:30 pm, with occasional expanded schedules as required for peak order management or 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.