

# **JOB DESCRIPTION**

## **CUSTOMER SERVICE REPRESENTATIVE**

**FLSA: Non-Exempt**

**Shifts: First**

**Products: Plastic Containers**

**Location: Shawnee, Kansas**

**Prepared By: Dacia Underwood**

**Salary Level or Category:**

**Division: Churchill Container**

**Department: Customer Service**

**Supervisor: Office Manager**

**Approved By: General Manager**

### **SUMMARY**

---

This position is primarily responsible for entering customer orders as well as maintaining customer relationships. This position will also be responsible for supporting sales by acting as liaison between customers, sales, and production. In the case of absence, another trained Customer Relations Associate will assume duties. The employee will also follow all SQF (Safe Quality Food) rules and procedures pertaining to this job as outlined in the training program.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

---

**(Additional duties may also be included as directed by your manager)**

#### **Order Entry**

- Properly build sales orders in IQMS
  - Correctly building Inventory/BOM items
  - Ensuring correct order pricing
  - Managing lead times and scheduling ship dates accordingly
- Communicate with Customers/Sales/Production on status of orders.
- Following all procedures in place to ensure successful order entry.

**Maintain electronic files (art, orders, BOL, etc.)**

**Send film/label orders to the Art Department/Purchasing for all approved orders**

**Set up new customers in the data base**

- Obtain new customer information and tax-exempt information

**Maintains customer information in CRM and ensure all is accurate and up to date.**

**Works in tandem with Accounting to maintain reasonable aging for AR as well as processing CC payments.**

**Supply freight quotes to customers and sales staff when requested**

- Working with shipping to determine necessary ship dates, carriers, etc.
- Performing damage/loss claims as necessary
- Assisting shipping with any other tasks deemed necessary.

**Support for sales reps**

- Sending and preparing Mailers and Samples as needed.
- Supply reports to Customers, Churchill Departments and Sales when requested.
- Assisting Sales with any other tasks deemed necessary.

**Perform Internal Audits per SQF Regulations and reporting them to the Quality Control Department**

**Ensure all work areas are organized and maintaining a clean and efficient environment.**

Report any inefficient or unsafe conditions to management upon discovery of the conditions.

Must be able to work overtime as scheduled by management.

Occasionally assist in other areas of the plant and warehouse as needed.

Report customer complaints to Office Manager, and assist with communication of issues to appropriate parties for corrective action.

## **SUPERVISORY RESPONSIBILITIES**

---

None

## **QUALIFICATIONS AND REQUIREMENTS**

---

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **MUST PASS KEY TRAIN MODULES FOR MATH/LANGUAGE/REASONING AT LEVEL 5 OR HIGHER.**

### **Education and/or Experience**

- Associates degree or at least six months to one year of related experience or training.

### **SKILL REQUIREMENTS**

- Ability to read and interpret complex documents, procedures, and instructions, write routine reports and correspondence, and speak effectively before groups of customers or employees.
- Ability to calculate figures and amounts like discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to define problems, collect data, establish facts, and draw valid conclusions as well as interpret an extensive variety of technical instructions, graphs, charts, etc.
- Must be able to operate a personal computer using Microsoft Office and various other support programs. Mechanical aptitude, measuring distance with rulers, proficiency with fax and photocopying machines are encompassed.
- Windows Operating Systems, Microsoft Office (word, excel, outlook, powerpoint) and Internet explorer. Familiarity with IQMS.

### **Certificates, Licenses, Registration, Etc.**

- None

### **Special Terminology Familiarity**

- Graphic Arts and Dry-offset printing related terminology.

### **Physical Demands**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand, walk, sit, stoop, kneel, crouch, reach, and use hands to finger, handle or free objects. The use of common hand tools and occasionally sharp tools are involved. The employee frequently is required to talk, hear, and communicate with other employees' customers and outside services.
- The employee must frequently move and/or lift objects up to 10 pounds, and occasional lifting of 25 to 50 pounds. Specific vision abilities required for the position are close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Good eye vision is a must.

### **Work Environment**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly exposed to work near moving mechanical parts and equipment. The employee is occasionally exposed to fumes and airborne particles, toxic or caustic chemicals, the risk of an electrical shock, ultraviolet light, and will be in wet and humid conditions occasionally. The noise level in the work environment is usually moderate.
- The employee is required to follow all Safety and SQF (Safe Quality Foods) requirements at all times.

I hereby acknowledge the fact that I have fully read and understand this Job Description. I also acknowledge that I received a copy of this job description, and satisfactory explanations to my questions concerning the duties, responsibilities and working conditions of this position.

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

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

Hiring Manager: \_\_\_\_\_

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

---

Our mission is to provide the highest quality custom products and resources that reliably exceed our customers' expectations; and to maintain superior creativity, outstanding support, and "can do" attitude that sets us apart in the marketplace.