



## JOB DESCRIPTION

### POSITION

**Job Title:** Customer Service Representative  
**Status:**  Regular  Flex  
**FLSA:**  Exempt  Non-Exempt  
**Dept/Supervisor:** Customer Service Manager  
**Location:** Manitowoc, WI

### SUMMARY

The Customer Service Representative serves as the primary point of contact for customers, providing assistance, resolving inquiries, and ensuring a positive customer experience. They handle various communication channels, including phone & email, to address customer needs promptly and professionally.

### ESSENTIAL FUNCTIONS

1. Respond to phone & email inquiries from customers regarding products, pricing & order status.
2. Partner with assigned customer base to provide pricing & availability, enter orders & provide order status.
3. Update component and part pricing into a system & provide formal quotes to customers.
4. Resolve general & assigned customer's issues promptly and effectively.
5. Assist Sales team with research work, small projects and pricing quotes as needed.
6. Administrative support including (but not limited to) providing return authorizations & assisting accounts receivable with payment issues.
7. Collaborate closely with other CSRs in a team environment.
8. Perform other duties as assigned.

### EDUCATION AND EXPERIENCE

1. High school diploma (or equivalent) required. Associate Degree in related discipline or other related post-secondary education in lieu thereof preferred.
2. 1-3 years Customer Service / Inside Sales experience preferred.
3. Experience working in a manufacturing environment preferred.

### KNOWLEDGE, SKILLS AND ABILITIES

1. Proficiency with Microsoft Office Suite with ability to learn new processes and technology as required.
2. Must be reliable and detail oriented.
3. Must possess empathy, patience and a genuine desire to help customers resolve their issues.
4. Must possess strong verbal, written and interpersonal communication skills
5. Ability to multi-task and prioritize appropriately.
6. Ability to use time productively and contribute to the needs of the department.
7. Ability to maintain confidentiality of information and handle sensitive information with discretion.
8. Experience in the timely quoting, processing and expediting of customer requests and orders.
9. Ability to work effectively both independently and as part of a team.

### PHYSICAL DEMANDS

1. Ability to stand, walk, and perform physical tasks for extended period of time.