



## Job Description

**Employee:**

**Job Title:** Customer Service Assistant

**Department:** Administrative Operations

**Reports To:** Customer Service Supervisor

**FLSA Status:** Non-Exempt

**Class:** Full-time

**Summary:** The Customer Service Assistant is responsible for answering phones, coordinating shipping, works independently to manage client questions and concerns, and other general administrative duties.

**Duties and Responsibilities** include the following.

- Answer phones and direct calls
- Coordinates resolution efforts when a customer service issue arises.
- Completes new account set up.
- Maintains an accurate Customer Relationship Management (CRM) database by entering and updating client information
- Welcome and assist guests who enter the lobby
- Provides quotations and check product availability
- Handling payment transactions
- Assist with processing RMA's
- Invoice and shipment processing
- Freight Coordination
- Manage and maintain finish samples
- Support Customer Service and Sales teams with tasks as needed
- Take initiative to drive results and continuously improve current processes
- Adhere to all company policies and procedures.

**Qualifications:**

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.

**Education/Experience:**



## **Job Description**

High school diploma or general education degree (GED), and 1-3 years of similar or related experience. Previous experience in the lighting industry preferred but not required.

### **Computer Skills:**

To perform this job successfully, an individual should have working knowledge of basic computing; word processing, spreadsheets, working with data entry systems. Knowledge of Salesforce, Sage 100, Google Suite, UPS Worldship is preferred but not required.

### **Knowledge, Skills and Other Abilities:**

- Highly organized
- Sense of urgency
- Demonstrates the ability to take initiative and work independently.
- Flexible and able to deal with frequent interruptions and changing priorities
- Time management skills
- Excellent communication skills (written and verbal)
- Strong attention to detail
- Ability to problem solve and troubleshoot
- Team player
- Customer service skills

### **Language Ability:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

### **Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **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 sit, stand, walk, and use hands and arms. Specific vision abilities required by this job include close vision, depth perception, ability to adjust focus, and ability to see color.



## **Job Description**

### **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 occasionally exposed to loud noise, working near moving mechanical parts, fumes or airborne particles, outdoor weather conditions, and risk of electrical shock. The noise level in the work environment is usually quiet.

**Paid Time Off:** Standard

**Notes:** None