

Job description

Position title	Customer Service Representative
Department	Customer Service
FLSA status	Exempt
Reports to	Customer Service Manager
Date approved	15 June 2021

Position summary

This position is responsible for assuring the Hallite standards of Safety, Quality and productivity are met and sustained. Completes the required procedures as stated in the Hallite Operating System (HOS). To grow and embrace the Hallite Way of lean manufacturing and continuous improvement.

Essential functions and responsibilities

- ▶ Receives inbound sales calls/sales leads and/or quotes via telephone, fax or e-mail and converts inquiries into orders using an ERP system
- ▶ Assists/supports in making sure production has all they need to fulfill committed orders, being proactive in providing customer feedback so that delivery dates and service requirements are met
- ▶ Proper entry of information into the ERP system i.e. orders, customer data/records, etc
- ▶ Reviews backlog daily for status of customer orders and accuracy. Update orders as required and inform customer of any delays
- ▶ Directs technical inquiries to engineering and/or qualified technical sales support upon request in order to quote prices and prepare sales orders
- ▶ Coordinates and interfaces with Hallite Regional Sales Managers and commercial management to meet customers' needs and support and develop new business
- ▶ Obtains appropriate approvals for quotations above authorized levels, as well as establishing special pricing agreements and/or volume discounts on products
- ▶ Directly interfaces with customers on a daily basis to provide price quotations, gather new account setup information, delivery information, customer requirements, feedback, etc
- ▶ Provides delivery dates to customers based upon established lead times and delivery schedules
- ▶ Provides proactive customer service to build and maintain customer relationships by making periodic phone calls and sending emails to share information regarding additional or new products and introduce customers to Hallite's website for additional support
- ▶ Works with regional sales managers to ensure account activity and customer profiles are up to date
- ▶ Investigates and resolves customer complaints and/or problems
- ▶ Ensure the designated back-up Customer Service Representative is fully trained to assist customers when the primary Customer Service Representative is out of the office



Secondary responsibilities

- ▶ Interfaces with the Quality/Shipping Departments to resolve customer issues related to quality and/or shipping
- ▶ Interfaces with the Manufacturing Department to advise the customer in advance of any production and/or material delays when information is available
- ▶ Interfaces with the Purchasing Department and provides follow up and expediting of product outsourced from vendors when necessary
- ▶ Print and fax/email all acknowledgements of all customer orders and upload to the server under the customer file
- ▶ Proficiency in Microsoft Office
- ▶ Experience working with an ERP system

The above statements describe the general nature and level of the work being performed and are not an exhaustive list of all responsibilities of an employee in this position. Job duties and functions can change at any time and Hallite Seals, Inc. reserves the right to require other duties as needed without revision to this document.

Signature: Hallite Seals, Inc.

Date: 15 June 2021