

AMERICAN BORATE COMPANY

JOB DESCRIPTION FOR CUSTOMER SERVICE REPRESENTATIVE POSITION

Title: Customer Service Representative

Reports to: Customer Service and IT Manager

Based at: Corporate Headquarters

Job purpose: Provides customer service support to the organization by providing product and service information to the customers and assist the Customer Service and Quality Assurance Manager where needed.

RESPONSIBILITIES INCLUDE:

- Accurately process customer transactions such as orders, quotes or returns
- Arrange and manage freight for customers
- Responsible for timely and accurate processing of customer invoices
- Provide assistance to our Customer Service and Quality Assurance Manager
- Notify customers of lot changes and provide appropriate spec sheet
- Receive approval for samples and send to warehouse for fulfillment
- Balance inventory at EOM for all locations
- Collections: monitor accounts, contact customers when necessary, send weekly report
- Manage the customer portal
- Complete and return credit inquiries regarding our customers
- Front reception back-up when necessary
- Code Accounts Payable invoices
- Accounts Payable back-up when necessary
- Perform other duties as assigned