

JOB TITLE: PART-TIME CUSTOMER SERVICE REPRESENTATIVE

JOB DESCRIPTION:

The part-time Customer Service Representative will provide service and support to our customers, sales representatives and sales team. Responsibilities include customer service duties, processing customer orders and processing sample and sales material requests. This position reports directly to the President of Morex.

JOB DUTIES AND RESPONSIBILITIES:

Customer Service, Order Entry/ Processing and EDI Transfer

- Effectively process all incoming calls in a professional, friendly and timely manner
- Communicate with customers to resolve problems and concerns in a courteous, professional and timely manner
- Provide all customers with consistent, quality service in accordance with company procedure
- Enter and process orders
- Make sales calls to existing customers, you report to Pat Davenport for this duty
- Print order tickets and prepare mailings
- Deliver orders to the Shipping department
- Pull small orders when necessary
- Expedite orders with Production and Shipping
- Review orders and decide to ship or wait for a work order/purchase order
- Create work orders for out of stock items
- Possible future task could be to review back orders
- Possible future task could be to process credit card transactions
- Perform order entry and EDI downloads and transfers
- New part number entry and bill of material entry
- Be proactive in communicating with customers regarding problems or delays
- Communicate with reps, you report to Dave Reed for this duty
- Communicate with suppliers and internal departments
- May perform receptionist and operator duties
- Perform various additional administrative functions as needed or assigned, including correspondence and filing

Sample Card Coordinator Duties

- Preparation and mailing of sample cards, sample yardage, catalogs, sales materials and sample card books for new sales reps, existing reps and customers
- Maintain sample card inventory and conditions of the Sample Card room
- Manage Home Worker staff
- Assist with the Customer and Sales Rep Newsletters
- Handle monthly Sales Rep mailing
- Part number entry for sample cards

Servicing Special Customers

- Servicing specific customers:
HYS001 Gift Wrap Company, JIL001 Jillson & Roberts, Paper Zone, JKM001, Paper Zone, Darice, David's Bridal and related customers.
- Receiving orders via fax, email or EDI and entering them into our system.
- Run MRP and make WO's, initiate PO's with Dawn
- Confirming production capacity with Gene
- Confirming delivery dates with customers
- Communicate delays or other challenges.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Exceptional interpersonal and organizational skills
- Computer skills – proficient in Microsoft Office applications and Outlook
- Effective communication/comprehension skills - verbal and written
- Math Skills - Ability to add, subtract, multiply, and divide in all units of measure
- Basic typing and number pad data entry skills
- Ability to function independently and multi-task

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE:

Related Associate's Degree or equivalent work experience

Minimum of 2 years Customer Service experience in a Sales driven Customer Service organization