



Packaging • Fulfillment • Assembly

JOB DESCRIPTION: CUSTOMER SERVICE REPRESENTATIVE

REPORTS TO: Customer Service Manager

POSITION SUMMARY:

kpc, an integrated packaging and display company, is seeking an energetic, detail oriented Customer Service Representative who knows how to efficiently and effectively estimate and process customer orders, and who preferably has experiences in the corrugated packaging and display industry.

RESPONSIBILITIES:

- Deal directly with customers either by telephone, electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle inquiries and complaints
- Perform customer verifications
- Process orders, forms, applications and requests
- Direct requests and unresolved issues to the designated resource
- Manage customers' accounts
- Keep records of customer interactions and transactions
- Record details of inquiries, comments and complaints
- Record details of actions taken
- Create estimates from design specifications.
- Prepare formal quotes for customer.
- Work with production for judgment on routing of machines.
- Track orders through production.
- Communicate order status, any problems, changes and alterations to plant personnel, sales representatives, and customers.
- Take initiative to prevent problems.
- Manage inventory and produce inventory reports.

SKILLS & QUALIFICATIONS:

- Attention to detail and outstanding organizational skills necessary. Must enjoy communicating with all levels of employees and willing to go the extra mile for the Account Executives and Customers.
- Corrugated packaging experience strongly preferred.
- Able to prepare and maintain complex records and files. Basic math skills including the ability to add, subtract, multiply, divide in all units of measure and compute rates, ratios, percentages and calculate figures and amounts such as discounts, costs, commissions, proportions and volumes. Understands measurements for sizing and reading tape measure.
- Ability to carry out complex instructions. Able to read and interpret documents such as structural specification layouts, sales reports, operating instructions, training and procedure manuals.
- Advanced computer skills including Word and Excel; Experienced in Amtech systems.
- Ability to describe physical objects and job processes over the phone and in writing.
- Able to facilitate communication between customers, sales representatives and production personnel.
- Excellent verbal and written communication skills.
- Must have a strong sense of urgency.

EDUCATION AND EXPERIENCE

- Minimum 2 year degree and 4-6 years relevant experience, or equivalent.