

**Job Title: Customer Service Representative**

**Location: Haven Promos/Sports Haven Engraving**

**Office Hours of Work: Monday – Friday, 9am – 5pm.**

**Approved By: CEO**

**Posted Date: August 2012**

**Summary:** Performs a variety of general activities by completing the following duties.

**Essential Duties and Responsibilities:** Include the following, however other duties may be assigned.

- Greet visitors and determine whether they should be given access to specific individuals.
- Answer questions about product and take orders
- Handle payments for orders upon pickup
- Track and Arrange product and keep the sales floor area clean
- Prepare reports, memos, letters, and other documents, using word processing, spreadsheet, presentation, or other software.
- Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution.
- Open, sort, and distribute incoming correspondence, including faxes, postal mail, and email.
- File and retrieve corporate documents, records, and reports.
- File and retrieve supplier catalogs and flyers.
- Prepare responses to correspondence containing routine inquiries.
- Perform general office duties such as ordering supplies, maintaining records, performing basic bookkeeping work, document scanning and light cleaning.
- Handle incoming and outgoing UPS and USPS shipments.
- Research products and create presentations of products for salespeople.
- Contact suppliers and handle supplier related questions.
- Check clients' order status and update our Order Status application.
- contact clients regarding quotes, email promotions and specials to develop sales opportunities
- Vacuum, dust, and mop areas by request.
- Complete other tasks assigned by the owners.

**Applicant should be proficient in:**

(Some knowledge is preferred, however applicant will be trained)

- Apple Macintosh OS X or Microsoft Windows.
- Apple Mail, iCal, iWork or Microsoft Office.
- Multi Line PBX phone system

**Applicant must be able to:**

- Learn quickly.
- Work independently.
- Complete tasks based on established policies and procedures.
- Determine priority of tasks given and act accordingly.
- Do recurring tasks as required without input from owners.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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 and/or Experience:** Must meet state of Indiana educational requirements. Some college is desirable. Experience with described software.

**Language skills:** Ability to read and interpret documents such as customer orders, operating and maintenance instructions, and procedure manuals. Ability to speak English effectively with customers and employees.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, area, circumference, and volume.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw conclusions.

**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 use hands to finger, handle, feel, reach with hands and arms and talk or hear. The employee is frequently required to stand, walk, and sit. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee is occasionally required to lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

**Haven Promos & Sports Haven Engraving - Customer Service Representative Job Description**

**Work Environment:** The work environment characteristics described here are representative of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.