

Customer Service Representative

Job Summary

Pilcher Hamilton Corporation is seeking a full-time Customer Service Representative

This position requires you to provide superior customer service to customers, operations and sales representatives. The Customer Service Representative is the primary point of contact for current customer accounts and you will also provide support to the sales staff. You will be required to function in a professional manner and must be detail oriented in order to increase our value as a supplier to our customers. This includes providing customers with status updates regarding their accounts, entering or adjusting sales orders and coordinating with other departments to resolve customer issues.

Duties and Responsibilities:

- Build and maintain customer relationships
- Understand customer expectations on new and repeat orders. Contact customer to clarify orders with incorrect, missing or unclear information
- Review and input customer purchase requests / orders
- Respond to all customer correspondence within 24 hours
- Troubleshoot and resolve any customer issues and disputes
- Process all daily orders received prior to designated cut-off time
- Accurately enter all orders
- Handle customer order change and return requests
- Respond to product type, availability and price inquiries
- Resolve conflicts that may arise between customer requirements and the production schedule, keeping sales and the customer informed
- Process sales orders, scheduling orders, ensuring the correct materials are used and order availability by the required ready date
- Communicate with customers and sales representatives, providing information as needed.

Experience:

- 3-5 years Customer service experience (preferred within a manufacturing or distribution environment)
- High school diploma or equivalent. 4 year degree preferred
- Superior verbal and written communication, problem solving, and decision-making skills
- Account Management in a Manufacturing environment is a plus.
- Proficient in MS Word, Excel, Outlook.
- Order Entry, Order Processing experience
- Detail oriented.