



## Job Description: Customer Service Representative

### Classification

Nonexempt

### Salary Range

As posted

### Reports to

General Manager

### JOB DESCRIPTION

#### Summary

Under the supervision of the General Manager or Office Manager, this position provides high quality customer service, and performs a number of administrative tasks in support of sales and office operations. This position serves as a point of contact for customers regarding Bayview's products and services, orders and deliveries, and provides support for the General Manager.

#### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Prepares quotes, contracts, and RFQ responses for potential customers.
2. Maintains all quote documentation with accurate pricing and configurations.
3. Maintains up-to-date awareness of company activities, industry trends, and government regulations.
4. Serves customers by answering questions; forwarding messages; confirming customer orders; obtaining missing information; keeping customers informed of order status.
5. Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
6. Maintains and updates filing system for the department for efficient, accurate information retrieval.
7. Process orders via email or phone, and Bayview's Shop Management Software.
8. Check data accuracy on orders and invoices.
9. Coordinate with other functions to ensure timely deliveries.
10. Maintain and update sales and customer records.
11. Communicate important feedback from customers internally.

#### Competencies

1. Initiative
2. Communication proficiency by phone, email, and in person
3. Presentation skills

4. Technical capacity
5. Customer focus
6. Personal effectiveness and credibility
7. Thoroughness
8. Ability to multi task in a fast-paced environment
9. Time management and organizational skills, and ability to work under strict deadlines
10. Ability to work independently and as part of a team
11. Office Experience: General, Scheduling; Telephone Skills; Typing, Documentation Skills; Meeting Planning; Verbal and Written Communication; Dependability; Attention to Detail
12. Spelling, vocabulary, math and grammar skills appropriate to the level of the position
13. Hands on experience with CRM and/or ERP software, and proficient in Microsoft Office, in particular Word, Excel, and Outlook, and Microsoft Windows
14. Keeping the offices clean

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **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.

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bending or standing on a stool as necessary.

### **Position Type and Expected Hours of Work**

Days and hours of work depend on part-time or full-time status, but are generally Monday through Friday during business hours of 8am-4:30pm.

### **Travel**

No travel is expected for this position.

### **Required Education and Experience**

1. High school diploma or GED, or equivalent years of experience.
2. Experience in administrative support role for at least 2 years.

### **Preferred Education and Experience**

1. Proven work experience supporting sales for at least 2 years.

### **Additional Eligibility Qualifications**

None required for this position.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.