

## CUSTOMER SERVICE REPRESENTATIVE

**STATUS:** Full-time, Exempt

**HOURS/TRAVEL:**

- 40 hours per week
- Occasional overtime required including periodic travel for trade shows

**DESCRIPTION/RESPONSIBILITIES:**

The Customer Service Representative will be a highly energetic, fun, customer-focused individual with high integrity who will be a key member of the team supporting sales at Felins. As a Customer Service Representative, you are the positive and welcoming face of the company. This position engages with customers, both internal and external, while supporting our outstanding sales team. The Customer Service Representative must “be RAD” (reliable, accountable, dependable) and help with project inquiries as well as check availability on our products. We believe in our team, our products and the ability to provide the best solution for our customers; the Customer Service Representative must fully exemplify these beliefs. Additional responsibilities include, but are not limited to:

**CUSTOMER SERVICE DUTIES**

- Working with all areas of the business to provide accurate and timely pricing using various price lists and quotes
- Provide freight quotes to customers using proper documents, shipping weights and dimensions and arrange trucks for product deliveries
- Enter, process, ship and invoice customer orders in a timely manner
- Answer incoming phone calls on multi-line phone system
- Welcome guests visiting our facility
- Provide support to internal team members
- Maintain organized filing systems for in-process orders and customer invoices
- Maintain customer information in our internal systems: ERP (Traverse) and CRM (Salesforce)

**CONTINUOUS IMPROVEMENT**

- Constantly improving our processes to become more efficient and productive

**QUALIFICATIONS:**

An ideal candidate must exhibit the following traits:

- High energy, FUN, positive attitude
- Excellent verbal and written communication skills
- Proper phone etiquette
- Maintain professionalism and composure while still having fun
- High sense of urgency with a passion to provide World-Class Customer Service
- Ability to efficiently multi-task, prioritize and stay flexible in executing duties
- Self-starter who is detail-oriented with the ability to work independently and with a team
- Familiarity with Microsoft Office (Outlook, Excel, Word) and Salesforce is a plus

The Customer Service Representative will report to the Customer Service Manager.