



N.E.W. PLASTICS CORP.

Job Title: Customer Service Representative
Department: Sales
Reports To: Customer Service Leader
Updated: March 2021

HOURLY PAY

Starting at \$16.00 to \$19.00 an hour.

Hours

Monday - Friday
7:30am - 4:30pm

PRIMARY PURPOSE

Primarily responsible for providing effective customer service for N.E.W. Plastics Corp customers and assisting the Sales Team by utilizing excellent, in-depth knowledge of company products and programs as well as team members within the Customer Service Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide customer service regarding taking new orders, changing existing orders, inquiries, and problem solving.
2. Gathering initial quote information, including customer info, product info, and end user and use.
3. Collaborate with the quotation administrator, sales personnel, and scheduling personnel.
4. Order tracking and notifying assigned accounts in advance about any possible delays in their orders.
5. Handles incoming customer calls, including call direction to extensions, distributing telephone messages, announcing appointments, and other related duties.
6. Daily data and order entry according to customer requirements and needs.
7. Arranges shipments of samples and information to customers.
8. Perform research and development on products and accounts.
9. Any other duties as assigned by the Customer Service Leader.

QUALIFICATIONS

1. High school diploma or equivalent preferred.
2. Previous telephone and customer service experience preferred.
3. Excellent communication skills are required, both written and oral.
4. Ability to effectively present information and respond to questions from clients and customers.
5. Ability to problem solve, prioritize, and multitask.
6. Experience with computer systems, HTML, and Microsoft Office package.