



**Job Title:** Customer Service Representative

**Position:** Full Time (Entry Level)

**Travel:** 0%

**Compensation/Benefits:** Salaried, Company Match 401(k), Medical/Dental Insurance Plan

**Job Description:**

Customer Service is responsible for the satisfaction of their assigned customer accounts, interpreting customer requests, monitoring delivery performance, and investigating complaints.

- Acts as the point of contact with the customer on assigned accounts. Maintains successful, long-term business relationships and contacts with customer procurement employees.
- Regularly review items shipped and customer forecasts.
- Place and track orders with vendors based on item shipped reports and forecasts.
- Ensure order on time delivery per customer's release schedule
- Create and process sales order entry upon customer release
- Create RFQ (request for quote) and Quotes to provide to Sales
- Create and maintain customer/vendor/inventory profiles in database
- Reply to customer/vendor questions and concerns
- Manage sample orders and handling
- Direct customer/vendor to sales regarding price or quality issues
- Properly organize and file orders in their corresponding locations
- Perform end of year physical count
- Coordinate NCR (non-conformance reports) with sales, quality assurance, vendors, and customers to arrange return/rework/sort/replacement schedules
- Recommends actions by analyzing and interpreting data and making comparative analysis.
- Analyzes and proposes changes in methods and/or procedures to improve efficiency and the quality of service.
- Evaluate alternative solutions that may require coordination across multiple departments.

**Qualifications:**

- Bachelor's degree required or 3-5 yrs. of experience in purchasing and customer service
- Ability to carefully and kindly respond to inquiries or complaints from customers
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to effectively communicate and present information to team members, team leaders, and customers.

- Ability to effectively demonstrate team member competencies and participate in goal-setting and performance feedback
- Ability to communicate clearly and professionally, both verbally and in writing

**Interested in applying for this position? Please send resume and references (if applicable) to [felice-one@tuson.com](mailto:felice-one@tuson.com).**