

Position Description

Job Title	Customer Service Representative	Division	Business Office		
Classification	Hourly	Revised Date	11/03/2024		
Supervisor	Director of Customer Relations				

Statement of Primary Purpose

Under the supervision of the Director of Customer Relations, the Customer Service Representative is responsible for customer communications and orders support. Including, but not limited to quoting, receiving and preparing orders for Order Entry and backing up other areas of Customer Service, Sales Representatives and the business office as needed.

Responsibilities & Duties

1. Receive customer orders from customers and sales representatives and prepare for Order Entry.
2. Understanding of custom upholstery. Willingness to learn high-end, custom upholstery if unfamiliar.
3. Daily interaction with customers and sales representatives regarding quoting, order status, custom quotes, etc.
4. Support customers tracking of orders when necessary.
5. Be trained in various other areas of the business office so that you may be a backup in the absence of another business office employee.
6. Perform any other business office task as needed.
7. Participate in High Point Furniture Market if needed. No overnight travel necessary.

Qualifications

1. An understanding of custom upholstery. Willingness to learn high-end, custom upholstery if unfamiliar.
2. Strong communication skills.
3. Knowledge of computer operation.
4. Ability to work closely with others in business office matters.
5. Ability to communicate well with co-workers, management, and the public.
6. High School Diploma required, Associates degree in Business Administration/Accounting or related areas preferred.
7. Two years' experience in related field preferred.
8. Computer literate and Microsoft Word and Excel proficient.

Licensing Requirements

None

Physical Demands

No substantial physical activity required. The functions of the job are usually performed sitting, but may involve some amount of stooping, kneeling, bending, crouching, lifting up to 10 lbs., walking, carrying, and other movements may be required. Tasks such as working at a computer keyboard may involve extensive wrist and hand movements. All individuals are required to be able to perform these movements without a significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions listed above.

Working Conditions

1. Noise level is usually moderate and normal for an office environment.

**Position Description
(Continued)**

Hazard Assessment

None

Personal Protective Equipment

N/A

Direct Reports

None