

## Hiring Immediately!

The Customer Service Representative's main responsibility is to attend to the customer's needs during the order taking process. The Customer Service team will ensure the highest level of customer satisfaction within the company's policies, procedures, and guidance directives provided by the senior management team. This position will partner with the local sales team. Continuous collaboration within this team is essential in leading the local branch to growth and success. This is a fast-paced and at times challenging position. ***The proper candidate should be able to work well under pressure, learn and adapt quickly and maintain a can-do positive attitude.***

We are looking for a **bilingual English/Spanish speaker**.

This position is full-time, Monday – Friday with occasional Saturday's.

### Detailed Responsibilities include the following:

- Learn and adhere to the company's processes and procedures
- Review, understand, and execute the Front Counter Standard Operating Procedure
- Once the order is taken, coordinate with operations to facilitate delivery of the purchased materials to the customer via Will Call (customer pick-up) or company shipment to the customer's designated location.

### Front Counter operations:

- Assist walk-in customers in an expedient, professional, and courteous manner.
- Process orders or prepare quotes in a timely and accurate manner.
- Orders can be received through various avenues of communication (walk-ins; telephone; e-mail; text messaging; fax)
- Answer inbound calls on a multi-line phone system in an expedient, professional, and courteous manner.
- Review customer notes for special requirements.
- Verbally validate/confirm orders with customers prior to finalizing.
- Ensure that customer inquiries are being expediently answered as they arise.
  
- Process custom orders:
  - Foam Molding orders
  - Paint/Finish orders - Use DTA website to pull up new colors
  - Angle orders
  
- Communicate with the customer on materials needed (i.e. texture; color) by using DTA website to locate new colors
- Research and follow up on all Customer orders.
- Notify customers when orders are ready for pickup.
  
- Review "stale" orders from previous month(s) as needed to ensure product is transferred to customers in a timely fashion.
- Create Return Merchandise Authorizations
- Communicate with the appropriate departments on special orders and request.
- Collect payment, in person and telephonically, for orders processed (cash; checks; credit cards).
- Reconcile "cash drawer" accurately at the end of the day
- Process Special and Direct Ship orders
- Review and maintain personal portals for all open orders.

- Research any pending tickets.
- Responsible for revising, deleting pick tickets.
- Scan completed Pick tickets and Order Acknowledgements for records retention.

#### **Create new projects for credit customers when initiated**

- Create a “New Job Data Packet” for credit customers and obtain required information per the “ARCC- New Job” SOP.

#### **Customer expectations:**

- Address customer complaints, product issues, and personnel issues and relay the information to the CSM.

#### **Benefits of Joining MMS:**

- Vacation & PTO
- Paid Holidays
- Health, Dental & Vision Insurance
- Opportunity for growth!

#### **Experience and Educational requirements:**

- Minimum 2 years customer service experience.
- High School diploma or equivalent required.
- Proven organizational skills
- Proficiency in Microsoft office: Excel, Word, Outlook.
- Excellent verbal and communication skills.
- Attention to details and ability to multi-task in a fast pace environment.
- Experience with Epicor ERP a plus.
- Bilingual in English/Spanish required.