

American Flexible Products, Inc.
JOB DESCRIPTION

Position Title: Customer Service Representative		
Division/Department: Operations	Shift: Day	
Reports To (Title): CEO	Date: Open until filled	

POSITION DESCRIPTION

OVERVIEW:

The Customer Service Representative is responsible for providing effective customer service for all internal and external customers by using excellent in-depth knowledge of company products and processes, as well as communicating effectively with team members.

MAJOR AREAS OF ACCOUNTABILITY:

Include the following. Other duties may be assigned

- Process customer orders/changes/returns according to established policies and procedures
- Carefully review customer purchase order for accuracy
- Accurately enter customer purchase order into Epicor ERP system
- Process order acknowledgements to customers as required, including 3rd party portals
- Provides timely and accurate information to customers as requested
- Collaborates with customer and internal resources as needed to change/expedite customer orders
- Provides backup support to other customer service team members in the performing of job duties as assigned
- Performs other similar or related duties as they become necessary or as delegated

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

MINIMUM QUALIFICATIONS:

- Strong analytical and problem solving skills, as well as a keen attention to detail
- 2 years of customer service experience in a manufacturing environment
- Ability to navigate Epicor systems preferred
- Ability to read and comprehend blueprints/drawings preferred
- Ability to effectively prioritize tasks, be flexible and self-directing
- Excellent interpersonal, written, and oral communication skills
- Excellent listening skills along with the ability to ask probing questions, comprehending customer concerns and overcoming objections
- Must be fluent in English – written and oral

EDUCATION and/or EXPERIENCE:

- High School Diploma/GED Required
- Completion of an accredited two-year college program - four year degree preferred
- Experience in custom manufacturing environment preferred

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COMPUTER SKILLS:

- Proficiency with a computer is a must
- Microsoft office suite is required: Word, Excel, & Outlook
- ERP experience preferred (Epicor experience a plus)

COMMUNICATION SKILLS:

- Must have the ability to communicate effectively with team members and leadership staff
- Must have the ability to communicate professionally with customers

PHYSICAL DEMANDS: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT: This role is onsite and not eligible to work remotely. This position will be located in the corporate office environment, but will spend time in the manufacturing environment. The work area in the production environment includes exposure to noise, moving machinery and climate controlled temperatures.