



**Customer Service Representative** is responsible for providing effective customer service for all internal and external customers by using knowledge of company products and programs, coordinating and communicating effectively with various departments to perform order management, stock rotation and returns, and answer customer inquiries.

**Essential Functions:**

- Process high volume customer orders via the telephone and/or emails in a timely and accurate manner.
- Inform customers of order status, pricing, shipping date, anticipated delays and any additional information and follow up needed by the customer.
- Process and coordinate RMAs (Return Material Authorization) according to company policies and procedures.
- Resolve customer complaints and order issues in a timely manner.
- Interact and communicate with production, shipping, and warehouse personnel to expedite shipments, return receipts, and other order related issues to develop appropriate solutions.
- Follow up on customer requests to increase customer satisfaction.
- Monitor On Time Delivery (OTD) to customers weekly.
- Manage, organize, and prioritize workload on a daily basis.
- Answer incoming sales calls and route to appropriate individuals.
- Perform other duties and projects as needed.

**Qualifications and Experience:**

- 3-5 years customer service and order entry experience in a manufacturing industry required
- Strong interpersonal and communications skills
- Excellent organization and time management skills
- Ability to work independently and with a team in remote locations.
- Microsoft Office: Excel and Word , Gmail, Google docs; experience with ERP software (SAP ByDesign) helpful
- Knowledge of EDI (Business to business order entry) and use of Customer Portals preferred
- Customer focused
- Attention to detail and accuracy
- Ability to multi-task and manage multiple projects in a fast paced environment
- Technical knowledge/capacity
- Ability to work in cross function team environment with positivity
- Bilingual in English/Spanish helpful
- Bachelor's degree helpful and/or related experience

VCC offers a comprehensive benefit package including a competitive salary, bonus, medical insurance, 401(k) matching programs.



## Competencies

**Communication:** Communicates clearly and concisely with the audience in mind, maintaining relationships. Listens effectively to uncover needs; identifies and raises issues to problem solve in a positive and constructive manner.

**Drive for Results:** Commits to making a difference and continuously raising personal standards and striving for superior performance. Strives to go beyond what is expected. Assumes personal accountability for delivering on or exceeding expectations.

**Continuous Improvement:** Challenges the status quo for positive improvement. Analyzes current processes and workflow to create greater efficiency and productivity. Encourages brainstorming, solicits and implements new ideas for improvements. Understands that change is required to remain successful and competitive.

**Flexibility:** Manages and adjusts to changing priorities and work assignments effectively. Is flexible, adaptable and open to change. Willing to modify decisions as changing circumstances or data dictate. Can shift gears comfortably, deal with ambiguity and uncertainty. Creative thinking and thinks out of the box and open to see alternative solutions, challenges assumptions, encourages and supports new ideas and takes appropriate risks.

**Initiative:** Identifies what needs to be done and takes action before being asked or the situation requires it. Does more than what is normally required in a situation. Seeks out others involved in a situation to learn their perspectives. Is personally committed to and actively works to continuously improve his/herself.

**Make Good Decisions:** Makes good decisions (with time constraints and resources) based upon a mixture of analysis, wisdom, experience, and judgement; most of his/her solutions and suggestions are correct and accurate when judged over time; sought out by others for advice and solutions. Able to see the relationship of the parts to the whole of the organization, to know how one's actions affect others and business outcomes, and encourages teamwork for achieving desired results.

**Customer Service & Ease of Doing Business:** Is dedicated to exceeding the customers' expectations and requirements; understands the customer's perspective, and uses feedback to improve individual and company performances. Acts with customers in mind and establishes effective relationships.