



JOB DESCRIPTION

Job Title:	Customer Service Representative (CSR)	Prepared By:	Terri Carraway
Department:	Customer Service	Prepared Date:	11/17/2015
Reports To:	Technical Service Manager	Approved By:	George Thibeault, Jr.
FLSA Status:	Salary, Exempt	Approved Date:	

SUMMARY

The CSR is responsible for the accurate and professional exchange of information of daily business activities between customers and Constantia Flexibles production facilities. The CSR is a key interface with the customer, and plays a pivotal role in the success of this relationship.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Includes the following. Other duties may be assigned:

- Tracks and expedites all aspects of orders for assigned customers.
- Completes required reports (e.g. – status reports, forms, etc.) for customer.
- Control and determine materials, time and process of production runs based on Customer's forecast.
- Evaluates and manages Customer Complaints.
- Acts as the main liaison between the customer and production facilities.
- Manage Vendor Managed inventory programs for Customers.
- Enters order information into SAP for both repeat and new orders and is accountable for the accuracy and timeliness of this information.
- Expedites the accurate flow of information within production facilities.
- Interfaces with customer via phone, email, etc. and will visit customers with sales reps as required.
- Handles graphics issues in primarily a support role to sales on new items.
- Prepares internal reports as required.
- Processes complaints and other documentation as required.

PROXY

- Proxy for this position is the Customer Service Specialist or another Customer Service Rep.

SUPERVISORY RESPONSIBILITIES

- This position has no supervisory responsibilities.

EDUCATION AND/OR EXPERIENCE

- Bachelor degree or equivalent from four year college or technical school; or 2 years of related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Ability to write reports, business correspondence, and procedure manuals
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

- Knowledge of Microsoft Office 2010 required. SAP experience helpful, but not necessary.

OTHER QUALIFICATIONS

- Must be able to work longer than normal hours from time to time, plus be available to travel overnight on customer visits.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Regularly required to sit; use hands and fingers to handle, or feel and talk or hear.
- Specific vision abilities required by this job include color vision.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The noise level in the work environment is usually quiet.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.