



POSITION TITLE: *Customer Service Representative*

SALARY NON-EXEMPT POSITION

GENERAL SUMMARY: The DBS CSR works directly with DBS Customer Service Manager to ensure that the needs of customers are met and customer satisfaction remains high. The CSR is directly responsible for maintaining DBS' relationship with customers and managing customers' orders, from quote to delivery, throughout States' order fulfillment process. The DBS' CSR is familiar and competent with the concepts of value-added selling and actively assists Area Managers in increasing business with existing customers by identifying opportunities for selling additional States' products and services. Also, the CSR is assigned to special customer service improvement projects and teams.

ESSENTIAL JOB FUNCTIONS:

The DBS Industries CSR follows corporate policies and procedures and fulfills the following responsibilities:

- Competent with the model of value-added selling and is able to identify and articulate DBS' unique value added selling proposition for specific products and services in both qualitative and quantitative terms.
- Acts as an advocate for the customer inside the DBS' organization, conducting business in a 'WIN WIN' fashion' while maintaining clear and direct lines of communication throughout the entire organization to meet customer requirements.
- Works closely with the manufacturing, sales and procurement departments to identify problems, changes or delays in the completion and shipment of customer orders and communicates customer order cancellations or other changes to the scheduling department.
- Identifies and implements, as expeditiously as possible, solutions to product, production, scheduling and material problems encountered in the process of fulfilling specific customer orders.
- Maintains proper correspondence with customers, performs pre- and post-delivery follow-up with customers, providing information regarding anticipated delays, shortages, overages, and assists in the handling of claims, invoice and other disputes while maintaining a positive relationship with the customer.
- Reviews, updates and maintains customer data and information in DBS CRM system and updates that database in a timely manner.
- Works with Field Sales Representatives to successfully capture market opportunities and assists in the collection and development of leads. Also, assists, as needed, in the development of sales forecasts.
- Monitors pricing, costs and margins on specific items, orders and customers on a daily basis to flag inconsistencies and changes in costs and ensure sales and margin targets are met.
- Strives for continuous improvement in all aspects of States Industries' customer service, customer satisfaction and company operations.

- Performs other duties as assigned, such as tasks and participation in special customer service improvement projects and teams.

NECESSARY SKILLS:

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

- Possess high energy with a sense of urgency but reasoned and professionally mature in judgment and style.
- Be a team player having exceptional interpersonal skills with the ability to gain the respect of customers, manufacturing, operations marketing and management departments.
- Must possess analytical and problem solving skills and be a self-motivated self starter, able to work quickly and accurately with the ability to manage and prioritize multiple tasks.
- Proficiency in the use of basic Windows Platform base software, including Microsoft Office and able to quickly learn software specific to DBS operations.
- A high school diploma or equivalent experience is required with a college degree is preferred. Experience working with new and established customer accounts in a sales capacity is required.
- Excellent verbal and written communication skills. Bi-Lingual Spanish speaking is helpful but not required.