

CUSTOMER RELATIONS SPECIALIST

Latest revision: September 2016

Reports to: General Manager
Pay: Salary, Exempt

RESPONSIBILITIES AND QUALIFICATIONS

- Log incoming Customer orders
- Maintain an ordered list of all Customer orders
- Keep all Customer order files organized and filed appropriately
- Create Job Folders to be distributed to appropriate individuals for approval
- Prepare and distribute weekly updates of all booked orders (Mfg. Report)
- Maintain an accurate computer database of Customer information including shipping instructions or preferences with account numbers
- Work in collaboration with Production to determine daily shipping priorities
- Maintain/increase shipping volume to achieve least amount of time finished goods remain in warehouse (fast “turn-around” for finished goods to get out the door)
- Prepare pick lists and distribute to Shipping/Warehouse personnel to “make ready” for shipment (appropriate packaging, skidding, crating, etc)
- Prepare and print packing lists, packaging labels and invoices for all shipments
- Schedule transportation (trucks, UPS, etc) for all outbound and inbound shipments using the most cost effective carrier
- Monitor production activity and status to support informed communication with the Customer
- Track on-time shipments and issue reports weekly
- Track weekly molding sales and issue reports weekly
- Provide assistance and back up to Warehousing/Shipping
- Track freight charges billed to Customer against freight charges billed from Vendors
- Answer all incoming calls for efficient response and routing
- Greet visitors in a pleasant and helpful manner
- Assist with office operations as needed
- Maintain accurate and updated master price list in accounting software

REQUIREMENTS

- Team player
- Ability to manage multiple tasks
- Advanced skills in Excel, Word and current internet technologies
- Ability to work independently
- Strong interpersonal communication and math skills

**MAINTAIN A TOTAL QUALITY COMMITMENT
ROUTINELY OFFER SUGGESTIONS TO IMPROVE OPERATION, SAFETY AND
EFFICIENCY AND PROFITABILITY**