

CONFIDENTIAL

Job Description
F-HR-005 rev A



Page 1 of 2

Customer Support Rep.

FLSA: Non-Exempt
Revision Date: 03/04/2019

Department: Customer Service
Reports To: Cust. Service Mgr.

Job Summary:

The Customer Support Representative processes customer orders and requests in a manner that creates customer loyalty by creating a positive impression on a consistent basis and providing service above and beyond customer expectations.

Essential Duties:

1. Process customer sales order acknowledgements and inquiries according to department guidelines while completing contract review of purchase orders and/or drawings.
2. Process level 1 customer quotes.
3. Respond to inquiries and requests from representatives and external and internal customers (expediting orders, order status, inventory counts, etc.).
4. Processing orders through the Swagelok Portal.
5. Processing orders for Restek Corporation.
6. Maintain liaison with other departments for timely and proper back order tracking and follow-up with customers until order completion.
7. Enter customer contact information and service request into the appropriate database system as requested.
8. Updating documents according to ISO guidelines.
9. Support and Back-up Customer Support Specialist and other customer service functions as needed.
10. Work cooperatively and effectively in a team environment.
11. Understand and perform safe handling of materials and maintain the quality of processes within the scope of job responsibilities

Additional Responsibilities:

1. Perform other duties as assigned.

Qualifications:

Education/Experience:

- High School Diploma. Associate's degree in a business related field or equivalent work experience preferred.
- At least 1 year of prior customer service experience required.



Knowledge/Skills/Abilities:

- Minimum typing speed of 40 wpm
- Good telephone etiquette and call management skills
- Good communication, listening, and relationship building skills
- Good computer skills and familiarity with Windows software applications a must; ERP Experience a plus.
- Good attention to detail
- Ability to multitask effectively and efficiently
- Exhibits a friendly and helpful manner and is able to work well with others in a team environment.