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**Job Title:** Customer Service Representative  
**Department:** Sales Department  
**Reports To:** Account Manager/Customer Service Manager  
**FLSA Status:** Non-Exempt  
**Approved By:** Beth Dajka  
**Approved:** 9/10/13  
**Revision:** Release

**SUMMARY:** Responsible for proactive business management of assigned accounts and sales quotes from assigned accounts as a team and on an individual basis. Determine service, production and shipment priorities. Optimize profits from assigned accounts.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Other duties may be assigned.  
Responsible for customer service on all assigned accounts.

1. Initiate and manage communications, coordination and expediting with assigned accounts.
  - Establish relationship with assigned accounts.
  - Travel to assigned accounts as directed by Customer Service Manager.
  - Responsible for timely follow through by reps on all matters.
2. Responsible to act as liaison with manufacturer's reps on assigned accounts
3. Handle all inquiries from assigned accounts
  - Consult with customers and reps on prices, custom work, quality problems, etc.
4. Provide quotes and follow up promptly either directly or through the manufacturer's reps.
5. Order Entry
6. Expedite production, shipping, returns, complaints, etc.
7. Acquire technical assistance as needed.
8. Identify problems and opportunities affecting customer satisfaction, revenues/profits and recommend appropriate action.
9. Coordinate as needed with Account Managers/Supervisor, Customer Service Manager and Regional Sales Manager.
10. Keep Caplugs organization (all departments and levels) aware of new opportunities and requirements for servicing assigned accounts and building their business.
11. Identify new business opportunities during routine customer contact.

Function as strong member of Customer Service Team

1. Enter all quotes and orders received by phone, fax, web portal, EDI etc. for assigned accounts for catalog and customer items.
2. Back up the Account Manager/Supervisor, daily and in their absence assure smooth customer service
3. Handle expediting for orders requiring standard or custom procedures
4. Share responsibility for routine communication
5. Consult with Account Manager/Supervisor as needed to resolve customer service problems, technical problems

Responsible for complying with the company's Environmental Policy Manual, applicable work instructions and reporting any environmental nonconformance and/or potential nonconformance to supervision or management.

Any other duties as requested by Account Manager/Supervisor or Customer Service Manager.

**QUALIFICATIONS:** 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.

**EDUCATION and/or EXPERIENCE:** Degree or certificate from college or technical school; three to six months related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**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.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Any additional training is beneficial.

**OTHER SKILLS AND ABILITIES:** Telephone etiquette skills, typing and basic computer knowledge.

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

While performing the duties of this job, the employee is regularly required to sit, talk or hear, use hands and finger handle or feel, and is occasionally required to sit, stand, walk, stoop, kneel, crouch or crawl.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee regularly works in an indoor, temperature controlled facility. The noise level in the work environment is moderate. Some overtime may be required.