BEST PLUMBING SPECIALTIES, INC.

Job Description Form

Division/Department	Customer Service		
Location	Corporate Office		
Job Title	Customer Service Representative		
Reports to	Missy Baugher Windy Tasker	*Title*	Manager, Customer Service Asst Manager, Customer Service

Level/Grade	Type of position:	Hours____40____ / week
	☒ Full-time ☐ Part-time ☐ Contractor ☐ Intern	☐ Exempt ☒ Nonexempt

GENERAL DESCRIPTION

This position is primarily responsible for working in team environment and providing effective customer service for all internal and external Best Plumbing Specialties customers by utilizing excellent, in-depth knowledge of company products and programs as well as team members within the Customer Service Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work with team leader/members to assist sales rep in your team to service their customers.
- Provide timely and accurate information to incoming customer calls on order status, pricing and product requests.
- Process customer orders/changes according to established department policies and procedures.
- Provide timely feedback to the company regarding service failures or customer concerns.
- Partner with sales rep to meet and exceed customer's service expectations.
- Perform other related duties as assigned.

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MINIMUM REQUIREMENTS

- High School diploma or equivalent.
- Minimum one year customer service experience or have demonstrated knowledge, skills and abilities to perform the above-mentioned tasks.
- Possession of strong organizational skills.
- Excellent verbal and written communication skills.
- Able to work collectively with team associates.
- Ability to work independently and with team leaders/members on assigned tasks as well as to accept direction on given assignments.

REVIEWED BY	DATE
APPROVED BY	DATE