



Customer Service Representative

Summary:

Under the direction of the CSR Manager, the Customer Service Representative performs general customer service duties and order entry.

Essential Duties and Responsibilities

This list of duties and responsibilities is not inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Ability to handle multiple tasks at one time; take phone calls and complete data entry simultaneously
2. Act as a liaison between MWI and the customer to provide the process and process information in response to inquiries, concerns, and requests about products and services
3. Understand the overall impact customer service has on revenue and retention while promoting a positive culture and staying committed to the success and well-being of MWI Components
4. Clearly communicate to customers, staff and management regarding pricing and availability of products
5. Participate in cross-functional teams to ensure continuous, on-going improvement of processes, methods, productivity and quality, while reducing costs
6. Comply with all quality, safety and sanitation regulations
7. Perform other duties as assigned

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

Requires a high school diploma or equivalent and 1 year of customer service experience.

Language Skills

Ability to read and interpret documents such as order requests, emails and various other documents. Ability to write business correspondence. Ability to speak effectively to customers or sales representatives of the organization.

Mathematical Skills

Ability to calculate figures and amounts such as discounts and sales order totals.

Reasoning Ability

Ability to apply commonsense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems involving several concrete variables in standardized situations.

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 frequently required to sit and use hands to finger, handle, or touch objects, tools, or controls. The employee frequently is required to talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must seldom lift and/or move up to 10 pounds, usually waist high, up to 50 feet away. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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 works in an office environment where the noise level is usually low.

Interested Parties

Interested parties should apply via our website: mwicomponents.com/apply

MWI Components is an equal opportunity employer.