

SIMCONA

SOURCING, PROCUREMENT & LOGISTICS

275 Mount Read Blvd.
Rochester, NY 14611
Tel: 800-274-6266
www.simcona.com

CUSTOMER CARE SPECIALIST

Position Charter: Customer Care Specialist

Reports To: Inside Sales Manager

Purpose/Objective: Supports the Field Sales Team regarding inputting customer orders, backorder and expedite follow up and system maintenance. Sells corporate products to business and industrial establishments or individuals over the telephone by performing the following duties. Increase GP dollars/revenue goals by ensuring that all data in the AS/400 system is accurate and current. Driving increased growth through motivating each Field Sales representative on their team to follow up on quotes/ find new opportunities.

Qualifications: Minimum requirements: High School Graduate and 2 years Associates Degree and/or 2 years of experience in a related field. Highly proficient in Microsoft Word, Excel, Outlook.

Responsibilities & Activities:

- Prompt response to customer requests.
- Knowledge of products and systems.
- Tracks quote follow up data from Inside and Outside Sales team.
- Identify and record any problems relating to the product, process, and quality system.
- Control further processing, delivery, or installation of nonconforming product until the deficiency or unsatisfactory condition has been corrected.
- Estimates date of delivery to customer, based on knowledge of own firm's production and delivery schedules.
- Creates requisitions in Wintouch to obtain factory information.
- Builds and maintains customer's relationships.
- Review monthly contract reports to evaluate stocking levels and adjust when necessary.
- Investigates and resolves customer problems with deliveries.
- Enter customer orders.
- Enter order changes, as necessary.
- Reviews expedite report on a daily basis and advise customer of any delivery issues.
- Expedite customer orders.
- Interface with manufacturer's Reps, purchasing, and/or management on existing and pending business.
- Maintain cross-reference of customer part number vs. manufacturer part number.
- Initiate the issuance of credit to the customer for quantity/pricing errors.
- Review customer confirming orders and advise customer of any discrepancies.
- Interface with Accounting Department regarding credit issues.
- Obtain credit card authorization when necessary.
- Maintain customer drawings/prints and update customer cross reference file with current rev

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level.

- Request samples as required.
- Interface with Quality Control Department on shipping and/or receiving issues.
- Participate in vendor product training.
- Communicates with Field Sales Rep on mutual accounts and tracks itinerary follow-ups in Wintouch on a weekly basis.
- Follow up on open quotes over 30 days old and tracks updates by updating notes in the AS400.
- Makes outbound calls to potential and existing customers by telephone and e-mail to sell products and services.
- Emphasizes salable features, quotes prices, credit terms and prepares sales orders.
- Creates formal quotations for customer review and follow up on quotes to book business.
- Comply with company policies and procedures as designated by ISO 9001 standards.