

**Job Identification**

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**Job Title:** Customer Service Representative/Office Administrator  
**Division:** Bailey West Inc.  
**Department:** Sales  
**Reports to:** Sales Manager  
**Revision Date:** August 25, 2020

**Job Purpose Summary**

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The **Customer Service Representative/Office Administrator** is a dual role that is responsible for the customer service experience and supporting the operational business needs of the company.

**Responsibilities and Accountabilities**

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The responsibilities and accountabilities of the position include but are not limited to the following:

- Answer phones quickly, professionally, courteously and directs incoming calls to appropriate individuals.
- Research and resolve customer problems, acting as the customer liaison between other company departments when necessary.
- Up-sell company products and services based on customer needs, in accordance with the company's program standards.
- Handle inbound, unsolicited prospect calls and convert them into sales.
- Emphasize product features and benefits, quote prices, and prepare sales order forms and/or reports.
- Enter new customer data and update changes to existing accounts in the database.
- Record and enter orders and print orders received via phone/fax or front counter, quickly, courteously and professionally.
- Schedule and enter orders using the required software, such as SAP and Microsoft Access.
- Create Purchase Orders for Plant and Production needs through SAP.
- Organize, maintain, and coordinate office records and files in their proper locations.
- Where necessary, assist in compiling data for various reports.
- Ensure the strict confidentiality and privacy of financial records as they relate to the organization and its customers.
- Set-up and maintain customer ERP and EDI accounts.
- Field and respond to inquires regarding products, service, pricing, delivery, returns, and complaints.
- Inform customers and co-workers of delivery requirements for orders and co-ordinate, if necessary, specific arrangements for deliveries as per the customer's request.
- Co-ordinate with the Shipping department to satisfy customer delivery needs.
- Work closely and effectively with the Sales, Production and Shipping to resolve issues and to develop new ideas and strategies to improve customer service.
- Conduct cycle and inventory counts as required.
- Participate in the company's quarterly inventory count.
- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.

- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Understand, support and adhere to the company's health and safety policies, programs and procedures by communicating and promoting health and safety awareness.
- Other responsibilities and accountabilities as assigned.

**Qualification**

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- Must be proficient in Microsoft Office, specifically Microsoft Excel.
- Must have exceptional organizational skills and written and verbal communication skills.
- Must have exceptional customer service skills.
- Self-Starter with the ability to work in a fast-paced environment.
- Experience using SAP within the manufacturing industry would be preferred.

**Working Conditions**

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- Office environment.
- Some overtime as required.