

Customer Service

Customer Service is primarily a function of the sales department.

Duties

- Welcome customers and vendors
- Answer & direct incoming phone calls
- Outbound phone calls (customer follow-up)
- Respond and/or direct customer inquiries as needed
- Light AR/AP
- Admin duties
- Assemble written materials as needed
- Help various departments as needed (shipping/production/accounting/purchasing)
- Assist owner with travel plans
- Assist sales department as needed

Skills & Requirements

- Excellent communication skills
- High School diploma
- Positive Attitude
- Professional
- Organized
- Working knowledge of office machinery (fax/copy/computers)
- Multi-line phones
- Common Sense
- Multi-tasking
- Internet Research
- Computer skills: Microsoft Office, E-mail, Data Base (MAS 90 preferred)