

# HICKORY CHAIR®

## JOB DESCRIPTION **CUSTOMER SERVICE ASSOCIATE**

FLSA – NON-EXEMPT

**Department:** Customer Service

**Reports To:** Customer Service Manager

### **SUMMARY:**

The Customer Service Associate is responsible for supporting our customers and assigned territories to provide best-in-class service to our customers, while delivering the sales objectives for our company.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:**

- Responsible for exercising independent judgement and discretion with customers to ensure that our sales objectives are achieved, our company assets are protected, and our customers are communicated with professionally and provided excellence in all aspects of customer care.
- Responsible for managing COM orders within the assigned territory and working with the COM coordinator to ensure that COMs are received, inspected and scheduled appropriately; communicating with our customers as needed. Must follow-up on all aged COM orders.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. Maintains decision-making authority within established approval limits.
- Collaborate with the sales and credit representatives to develop efficient methods for handling customer issues.
- Responsible for quota achievement for sales, promotion cost management, and R&A management for their assigned sales reps and accounts, and has a portion of their compensation tied to these results.
- Responsible for reviewing R&A and Promotional Cost variances and managing with sales representative to ensure achievement of territory targets.
- Responsible for maintaining a high level of professionalism with clients in both written and oral communications and working to establish a positive rapport with every customer.
- Works closely with manufacturing and sourcing organizations to ensure completion dates are accurate and that production completes on time.
- Keeps ahead of potential order delays, contacting customers proactively to advise of concerns and make adjustments where needed
- Providing production specifications, pricing, configuration, and availability information.
- Ensuring pricing is accurate for all orders including promotional and sale periods and that the customer meets all requirements.
  - Must follow all safety policies and procedures.
  - All other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

## **COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Ability to Execute** - Targets and achieves results, sets and accomplishes challenging goals, prioritizes and manages tasks effectively, maintains an organized system to monitor progress, overcomes obstacles, accepts accountability, sets standards and responsibilities, may provide leadership/motivation.

**Commitment to Task** - Meets commitments, works independently, accepts ownership of projects and outcomes, takes personal responsibility and sets objectives/standards, stays focused under pressure, meets attendance/punctuality requirements, shows a sense of urgency about getting results.

**Communication** - Clearly exchanges thoughts, ideas and messages through written, verbal and non-verbal methods that promote an understanding with the target audience. Creates accurate and punctual reports, delivers engaging presentations, shares information and ideas with others in a timely manner. Listens carefully and attentively.

**Customer Focus** - For both internal and external customers, builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met in a timely manner, solicits opinions and ideas from customers.

**Diversity** - Supports an inclusive workplace, incorporates different viewpoints and ideas to maximize performance and contributions of employees, develops strengths in team members, deals respectfully with colleagues, customers and vendors at all levels, understands his/her role in building and sustaining a culture of high performance.

**Initiative** - Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development, demonstrates a bias for action without prompting.

**Innovation** - Generates new ideas, challenges the status quo, pursues ongoing improvements, supports change, encourages originality, solves problems creatively.

**Quality** - Is attentive to detail and accuracy, is committed to excellence, continuously looks for improvements, finds root cause of problems, owns/acts on problems, seeks opportunities to increase effectiveness and efficiency.

**Safety Mindset** - Promotes a respect for safety, keeps workplace clean and safe, supports safety programs, policies/procedures, takes preventative and corrective action to address potential safety hazards and prevent future injuries, resists temptation to cut corners where safety is concerned, follows all safety related company policies and complies with location specific safety rules, drives safely on and off company property.

## **QUALIFICATIONS**

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**

High School Diploma or GED required. Must have at least 3 years' experience in a Customer Service role.

**Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. May require the ability to write routine reports and correspondence. May require the ability to speak effectively before groups of customers or employees of organization.

**Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills**

Ability to work with multiple computer systems and proficient in Microsoft Office Software.

**OTHER QUALIFICATIONS**

This position requires excellent communication skills, and analytical and problem-solving skills. Must be able to multi-task and have good organizational skills. Must be able to work in a team environment.

**PHYSICAL DEMANDS / WORK ENVIRONMENT**

The physical demands described in the Task Development Worksheet 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.

The work environment characteristics described in the Task Development Worksheet 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.

*See the Task Development Worksheet on the next page.*

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## Task Development Worksheet For: Customer Service Associate

(Position)

### Essential Functions

Frequency and number of hours performed:

	Frequency		Number of hours each day									
	Continuous	Intermittent	<1	1	2	3	4	5	6	7	8	>8
Sit	X										X	
Walk		X		X								
Stand		X	X									
Bend		X	X									
Squat		X	X									
Climb		X	X									
Kneel		X	X									
Twist		X	X									

Hand/Arm/Foot Manipulation	Right Y/N	Left Y/N	Frequency
Grasping?	Y	Y	F
Pushing/Pulling?	Y	Y	R
Fine Manipulation?	Y	Y	O
Keying?	Y	Y	C
Reaching above shoulder level?	Y	Y	R
Reaching at or below shoulder level?	Y	Y	R
Repetitive foot use to operate controls?	Y	Y	R
Special visual or auditory requirements?	Y	Y	C

### Lifting and Carrying Demands:

\*N=Never, R=Rare (<1 hr.), O=Occasionally (1-3 hrs.), F=Frequently (4-6 hrs.), C=Continuous (>6 hrs.), I=Intermittently

Weight	Lift Frequency (N,R,O,F,C)*	Carry Frequency (N,R,O,F,C)*
<10 Lbs.	F	F
11-25 Lbs.	O	O
26-50 Lbs.	R	R
51-75 Lbs.	R	R
76-100 Lbs.	N	N
>100 Lbs.	N	N

Longest distance carried: 5-10 feet

Heaviest item carried and how far: 25 lbs. /5-10 feet

Other:	Y/N
Driving cars, trucks, fork lifts, moving equipment?	N
Working near hazardous equipment and machinery?	Y
Walking on uneven ground?	Y
Exposure to dust, gas or fumes?	Y
Exposure to noise?	Y
Exposure to extremes in temperature or humidity?	Y
Working at heights?	N