

	Position: Customer Service Representative Reports To: Customer Service Manager
Date Revised: 09/07/2021	Location: Corporate

JOB SUMMARY: Handles all customer communication received by the company by telephone, email, and in writing. This position may require being on-call for evenings, weekends and holidays, based on a rotation basis.

ESSENTIAL FUNCTIONS:

1. Receives and responds to all customer communication and complaints for plant locations.
2. Receives and inputs all customer orders for plant locations and any related changes or cancellations.
3. Using Customer Product Information Forms (CPIF), sets up and reviews new accounts and updates records as appropriate for plant locations.
4. Using CPIFs, updates the system with current customer information, including current pricing for plant locations.
5. Reports any customer complaints for plant locations to manager for resolution.
6. Reports all out-of-line conditions affecting customer satisfaction to manager.
7. Follows up on a regular and as-needed basis with customers and plant locations on all open and unresolved customer complaints.
8. Communicates with plant locations daily to confirm shipments.
9. Adheres to ISO requirements as they relate to customer service.
10. Participates in Quality System Training to maintain ISO compliance.
11. Assists with projects as necessary.

KNOWLEDGE, SKILLS AND TRAINING

1. Excellent computer skills
2. Good telephone manner to enhance relationships with internal and external customers
3. Excellent organizational skills

EDUCATION AND/OR TRAINING:

1. High school or GED equivalent, additional education is an asset.
2. Minimum of one (1) year prior experience working in customer service and/or customer relations.
3. Previous experience, especially in chemical industry, preferred

This description is not to be considered “all inclusive” of job requirements.

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