

Customer Service Associate
JOB TITLE

Shikira Gray
REPORTS TO:

GOAL OF POSITION:

Responsible for providing excellent customer service by meeting the needs of customers in an efficient and friendly Manner. Effective communication with potential customers and distributors. Assist in the procurement/purchasing process. General administrative duties.

AUTHORITY:

Authority to process Credit Card purchases with Management's approval.

| WORK ENVIRONMENT: | TYPE OF POSITION: | HOURS: |
|--|---|-----------------------|
| <input checked="" type="checkbox"/> Office <input type="checkbox"/> Laboratory / Clean Room <input type="checkbox"/> Warehouse | <input checked="" type="checkbox"/> Full-time <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Part-time/Intern <input type="checkbox"/> Nonexempt <input type="checkbox"/> Contractor | 8:30 a.m. to 5:00 pm. |

GENERAL DESCRIPTION:

- Deal directly with customers and distributors either by phone, fax, or e-mail.
- Assist customers with pricing, product inquires, and tracking numbers; suggesting information about other products and services.
- Interacts with Sales, Shipping and Receiving and Operations to facilitate order processing and fulfillment preparing Invoices/Packing Slips.
- Assists with product procurement/purchasing and preparing Purchase Orders.
- Help maintain and update competitor pricing for all company products.
- Assists with the creation of marketing material such as brochures, flyers, and other promotional items. Coordinating and organizing materials for sales team, conferences and tradeshow.
- Data entry of conference leads and prospective customers.
- Upload product information to website.
- Conduct Customer Satisfaction Surveys and follow-up on findings.
- Account agreement scanning, filing and attachment in CRM.
- Report or suggest changes for efficiency improvements.
- Adhere to department and company procedures.
- Demonstrate highly effective interpersonal skills to handle various interactions.
- General administrative duties (i.e. answering phones, filing customer documents, maintaining ACT database.)
- Submits weekly activity reports to Sales Director.
- Perform other duties as assigned, including special CEO Projects.

WORK EXPERIENCE REQUIREMENTS:

- Minimum 2-3 year experience in a customer service, operations, or administrative position.
- Attention to detail with the ability to complete a large volume of work efficiently.
- Team player with exceptional interpersonal and solution-oriented attitude.
- Excellent verbal and written communication skills.
- Ability to work under pressure and multitask as needed.
- Computer literate in Microsoft Office.
- Ability to prioritize workload to meet deadlines.

EDUCATION REQUIREMENTS:

- Bachelor Degree in Science or related field preferred.

TRAINING REQUIREMENTS: REVIEW INDIVIDUAL TRAINING MATRIX WITH EMPLOYEE

I have read the job description and can perform the essential job functions. I also understand how I contribute to Akron Biotech's quality objectives/Key Performance Indicators (KPI's).

I have reviewed the job descriptions and KPI's with the employee and made the employee aware of how they contribute to the achievement of Akron Biotech's quality objectives.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

EMPLOYEE NAME (PRINTED)

SUPERVISOR NAME (PRINTED)

DOCUMENT REVISION HISTORY

| Revision Level | Date | Approved By | Brief Description of Change |
|----------------|------------|-----------------|-----------------------------|
| A | 07/31/2012 | Sonia I. Suarez | Initial Release |

| Rev # | DCR/DCN | Effective Date |
|-------|---------|----------------|
| B | DCR0058 | 03-01-2017 |
| | | |
| | | |