

DO NOT PRINT OR DISTRIBUTE

**Sample
JOB DESCRIPTION**

JOB TITLE:	Customer Service Representative
DEPARTMENT:	Customer Service
EMPLOYEE NAME:	
TITLE OF SUPERVISOR:	
NAME OF SUPERVISOR:	
DATE OF UPDATE:	
LOCATION:	

Job Summary

Provide an overall summary of the role and its primary purpose within the organization including key areas of responsibility.

Reporting to the Customer Service Manager and/or Supervisor/Team Lead, this position is responsible for ensuring orders are processed quickly and efficiently and customer queries are attended to in a timely manner.

Key Accountabilities

Describe 5 to 7 major duties and responsibilities beginning with the most important.

- Manages large volume of incoming calls, identify and assess customer needs to achieve satisfaction.
- Assists customers in a courteous, competent and professional manner
- Enters accepted orders accurately and in a timely manner via different platforms (fax, phone, EDI, emails, blocks), including freight by following the Medline freight policy
- Provides customer communication pertaining to order status and issues order acknowledgments as required
- Supplies accurate and timely data including POD, ETA and freight documents
- Ensures that customer inquiries and complaints are correctly recorded and classified for subsequent analysis and decision making
- Works alongside purchasing, Canada Logistics and Warehousing to ensure product flow through and to fulfil and satisfy customer order completion by coordinating rush shipments when necessary
- Processes returned goods authorization following the Medline return policy
- Issues debits and or credits for overages, shortages, and damages

Technical Requirements

Describe the technical knowledge and experience required to accomplish the job duties and responsibilities

- Excellent communication and interpersonal skills (verbal and written)
- Exceptional listening and problem resolution skills; strong organizational skills and ability to work independently. Ability to multi-task and effectively manage priorities
- Ability to work under pressure in an ever changing and dynamic environment
- Proficient with Microsoft Word, and other Office applications

DO NOT PRINT OR DISTRIBUTE

- Works and communicates well in a team environment
- For Quebec, Bilingual (English/French) is required

Knowledge, Education & Training

Indicate the minimum or mandatory levels of education, and/or experience, training and/or licenses/certifications required to perform the job at a fully competent level. Note all mandatory requirements must be critical to the effective performance of the job and without which the job would be difficult to perform at a fully competent level.

Level of Education or Equivalent

Level 3 - Equivalent to Completion of High School

- High School Diploma or equivalent with minimum 3 years of experience in the Customer Service field

Skill Gained by Experience

This factor Measures the skill required to perform the job that is gained from actual experience on the Job. When considering the factor, determine the amount of time required and the education already determined to perform the job adequately.

Time Period Required to Learn the Job

Level 3 - Over 3 months and including 6 months

Decisions/Skills in Operation

Describe the types of decisions made in the job, and the problems/issues dealt with on a regular basis. Include the latitude/opportunity given to use judgment to resolve them.

Type of Tasks and/or Decisions

Level 3 - Patterned Decisions of Various Tasks

- Making correct choices in customer respondents. Ensuring individual customer satisfaction using the best decision making skills for the situations such as shipment options.
- Ensuring customer complaints are correctly logged and dealt with appropriately.
- Issues debits and or credits for overages, shortages, and damages.
- Ensuring any issues with customer orders are dealt with quickly by working alongside purchasing, Canada Logistics and Warehousing to ensure product flow, rush shipments, and delivery timelines.

Independent Action

This factor measures the independent Action and controls on decisions required on the Job These controls can be in the form of supervision, Operating Manuals, Legislation, Policies or Procedures

Description of Controls or Limiting Factors

Level 3 - Some Choice of Action

Ingenuity/Creativity

Describe the types of developmental and creative requirements required in the job. Describe the frequency for these requirements.

DO NOT PRINT OR DISTRIBUTE

Description of Level of Ingenuity and Creativity

Level 2 - Routine Ingenuity

- Ability to quickly adjust to different situations.
- Providing customer a variety of product options by understanding customers' individual needs. Day to day basis.
- Understand product catalogue to provide substitutions of products in case of missing stock. Day to day basis.

Mental Effort/Impact

Describe the types and complexity of decisions required in performing the job, including any latitude regarding actions or judgment that is available, and any innovation in solutions or procedures that is required. Describe any potential impact of errors in judgment, decisions or actions.

Description of Type and Impact of Errors

Level 3 - Requires Close Attention to Avoid Errors

- Correctly processing orders based on the channel of order (fax, phone, email, EDI, online). This includes but not limited to delivery address, pricing, unit of measure.
- Actively engaging customers, locating products and making product suggestions.
- Attending to routine requests for information from customers.
- Inputting data and navigating through the inventory management system.
- Ability to correctly identify if customer returns are eligible according to policies.

Communication/Influencing Others (Contacts)

Describe the internal/external contacts of the job, and the nature of the communication required to perform the job, as well as any confidential information that is accessed or communicated.

Nature of Contact

Level B - To give, obtain and/or exchange routine information or decisions requiring general discussion, and explanation to ensure understanding

Scope of Persons Contacted

Level 3 - Regular Inside Contacts throughout Organization and/or Regular Outside Contacts

- Communicating with external customers to provide company policy and product information.
- Communicating with internal logistics and operations to coordinate customer orders and shipment demands.

Budgets and Funds

Describe any responsibility for funds or any responsibility that the job may have for developing or controlling budgets.

Type of Activity

Level A - Spending Responsibly

Nature of Responsibility

Level 2 - Spending or Cash Control

- Not responsible for any formal budgets.

DO NOT PRINT OR DISTRIBUTE

Leadership & Supervision Exercised

List the number of employees this position supervises, if any. Also measures responsibilities for Co-ordinating work, functional control and Staff advice

Number of Employees Supervised

Level A - 0-2

Leadership Level

Level 1 - No Leadership Responsibility

- No supervision of other employees performed.

Disruption to Lifestyle & Working Conditions

This factor measures disruptive elements and work pressure in the work and work environment that produce mental stress and work pressure. It also measures elements in the physical work environment that make it unpleasant, may cause increased health problems and the risk of accidents.

Working Conditions/Work Environment

Level A - Comfortable Conditions

Level of Disruption to Lifestyle

Level 1 - Normal Disruption

- No elements that cause unpleasant environment, work place injuries or health issues.

Physical Skills & Effort

Describe the factors measured in both the physical skill (co-ordinating of movement, precision & dexterity) and effort (physical precision and activities that generally produce fatigue) necessary to perform the job

Physical Skills

Level A - Simple, often easy Muscular Movement

Physical Effort

Level 1 - Activities normally do not produce Fatigue

- No physical demands required in the job.

Date: _____

Employee Signature: _____

Supervising Manager's Signature: _____