Job Description
Customer Service Representative

Location: Lake Forest, CA
Reports To: Customer Service Supervisor

Job Summary:

Individual will interface with an upbeat and positive sales team to execute on quotes and input orders using our order entry system. Sometimes this person would help with light product and shipping/labeling in the warehouse at the end of the day. This position requires someone who is detail oriented and accurate and can work at a fast pace.

Customer Service Representative is responsible for supporting the Customer Service Department, ensuring our customer's support levels are achieved and exceeded. This position requires a well-organized, detail oriented, customer support focused individual with strong communication and computer skills, data entry expertise and the ability to multi-task in an office environment. As a member of the team, you will be instrumental in improving the way we interact with customers across channels, businesses, functions and geographies. Our goal is to provide our customers with a consistent, timely and superior experience, whenever and wherever we interact with them. With a combination of project management, process improvement, IT and commercial skills, the Customer Service Specialist will identify and manage projects that fundamentally change the way we serve customers, driving customer loyalty and revenue growth. This position will work as a part of the Customer Service team, in collaboration with the business units, to create and drive adoption of best practices and improve the customer journey.

Supervisory Responsibilities:

This position does not have supervisory responsibilities.

Duties/Responsibilities:

- Receive customer P.O.'s, Process & Enter into the order system.
- Provide Tracking, Quotations, stock confirmation, and configuration to sales reps and customers.
- Initiate RMA's process for customers, set realistic expectations and inform customers when replacement product will go out.
- Create specific pricing sheets in Excel for different customers.
- Assist with trade show logistics as well as sales rep travel itinerary.
- Verify inventory levels and partner with Operations team members regarding orders, back-ordered products, etc.
- Collaborate with supply chain when necessary to expedite inventory in meeting customer's requirements
- Identify pricing differences, due date expectations, and notify leadership regarding inconsistencies

- Contact customers using established email templates, purchase order discrepancies, etc.

Education and Experience:

- High School Diploma
- Equivalent experience in a customer support related environment, preferably with a commercial, industrial, or technical background.

Required Skills/Abilities:

- Detail oriented and accuracy is such a critical skill set for this job.
- Strong Data Entry and Microsoft Excel Proficiency (Mandatory).
- Knowledge and experience with product P.O.s, Sales Order, Invoice, and RMA Process.
- Efficient and positive work ethic with sense of urgency.
- Excellent Communications Skills (Written and Spoken).
- Microsoft Word, Excel, PowerPoint, Outlook (fluent in Office Suite)
- High customer service focus, professionalism, and accuracy
- Self-motivated, with the ability to problem solve and multi-task effectively and efficiently in a fast-paced environment while prioritizing daily workloads.
- Demonstrated ability to interact and influence effectively at the managerial and peer level.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Travel to meet with clients or potential clients will be required on occasion.

EEO Statement:

It is the policy of Approved Networks to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, national origin, religion, sex, age, disability, height, weight, alienage or citizenship status, marital status, creed, genetic predisposition or carrier status, or any other characteristic protected by law.

ADA Statement:

It is the policy of Approved Networks to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, release, compensation, training or other terms, conditions and privileges of employment.