

Job Title: Office & Customer Service Specialist

Job Description: The Office & Customer Service Specialist reports to the president and is responsible for office management and customer service operations.

Requirements:

- Strong computer skills (Excel, Word, QuickBooks, Outlook).
- Excellent verbal communication skills.
- Education: At least High School Diploma or Equivalent.

Responsibilities

- Handle and oversee Office Management (office supplies, fax, etc.)
- Provide customer service support to Consumer
- Process warranty claims as necessary
- Process Purchase Order and Commercial Invoice via EDI or manual procedure
- Work with retail customer relative to Purchase Order issues
- Provide secretarial assistance to President
- Provide clerical support to Sales and Marketing teams.
- Make arrangements for travel, accommodations and mail delivery (USPS, FedEx, UPS, etc.)
- Assist in A/R and A/P entry on QuickBooks

Skills

- Strong communication skills (written, oral); must follow through on issues to ensure customer satisfaction
- Must be able to handle detailed information in a fast-paced environment with ability to handle difficult and stressful situations in a professional manner
- Excellent organizational skills with the ability to prioritize work and multitask
- Works productively without supervision, self motivated, and shows initiative
- Understands how to resolve issues and knows where to get the necessary support and information needed
- Excellent listening & note-taking skills
- Must be flexible and willing to accept change
- Excellent phone etiquette

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