

JOB DESCRIPTION

General Information

Job Title	Customer Service Representative
Department	Customer Service
Reports to	Customer Service Manager
Date	July 2006

Scope of the Position

Responsible for providing excellent customer service while accurately taking customer orders. Ensuring orders are entered and processed as requested.

Major Responsibilities

- Tracking customer orders.
- Notifying customers of delivery dates.
- Tracking shipments and notifying customers of any problems that may arise.
- Billing for direct orders.
- Other duties as assigned.

Profile 1: Education & Training

*This factor describes the extent or level of knowledge or training obtained by **formal education or outside study** that is necessary to achieve **normal job performance and proficiency**. Such knowledge is to be considered **the minimum education** required for performing the position responsibilities.*

- High School Diploma required.
- Knowledge of Microsoft Office required.

Profile 2: Experience

*This factor specifies **the minimum experience required to perform the job**. This experience can be gained in previous employment in a similar job and/or on the job with the current employer. Experience in this factor is measured in time periods e.g. 3 – 6 months, 3 – 5 years, 10 – 15 years etc.*

- 1-3 years related experience required.

Profile 3: Decision Making & Problem Solving

*This factor describes the mental skills and mental effort required to perform the job. The complexity of decisions and ingenuity required describes **the variety and routine involved with assigned tasks and responsibilities**, the **frequency of problems** and the extent to which the work requires **analytical ability and exercise of judgment**.*

- Tasks are diversified and follow a wide range of standardized slightly complex procedures.
- Tasks are considered semi-routine and may be of several varieties.
- Moderate exercise of judgment generally covered by standards and precedents.
- Analysis of data generally applied to the solution of specific problems.

Profile 4: Supervisory & Management Responsibility

*This factor describes job responsibilities in regards to **directing, controlling, and coordinating the efforts of employees** – e.g. supervisory, training, management and advisory responsibilities. This factor also describes the responsibilities for advising management, providing functional advice and control for coordinating activities or groups. This factor indicates the number of **direct and indirect reports** and their position(s).*

- No direct or indirect reports.

Profile 5: Independence of Action

This factor describes the extent and closeness of supervision required and received, as well as the availability and involvement of the immediate supervisor. Consideration should be given to standard practices, instruction and procedures, as well as built in checks and reports that provide the employees with controls and restricts independence of action.

- General supervision is required. Employee works along on routine work and checks with supervisor only when in doubt. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

Profile 6: Consequence of Error and Budget Responsibilities

This factor describes the responsibility for loss to the organization due to any single error resulting from actions or decisions involving the work function. This factor includes financial and material responsibility, responsibility for accuracy, and the safety of others. This factor describes the responsibility for establishing a budget and final accountability for its control. In some cases, budget responsibility may be indirect or influential.

- Errors usually discovered when work is checked in succeeding operations. The effect is usually confined to a single department.

Profile 7: Confidentiality

This factor describes the integrity and discretion necessary to safeguard confidential data handled or obtained as a regular part of the job.

- Regular duties involve little or no contact with confidential data or information.

Profile 8: Contacts – Internal and External

This factor describes the responsibility for meeting, dealing with and influencing others. Contacts may be internal and external. The nature, purpose, frequency and level of contacts should be described. The level of difficulty and importance of the contacts should be described:

- Contacts of importance are a regular part of the responsibilities of the position.
- Tact and judgment are required when dealing with others.

Internal Contacts

- Presenting information where tact and judgment is required to obtain approval of action, cooperation or secure a decision.

External Contacts

- Regular contact when dealing with outside contacts however, procedures and standards are established and are to be followed.

Profile 9: Physical Skill and Effort

This factor describes two elements of physical requirements:

1. *The physical effort required to perform the job (e.g. sitting, standing, visual attention, lifting, climbing etc.) and;*
2. *The physical skills and dexterity required to perform the job (e.g. easy muscular movements, constant speed and dexterity etc.)*

- Sitting, standing, walking.
- Reading of work related material.
- May require considerable visual attention with attention to detail.

Profile 10: Working Conditions

*This factor describes the location (e.g. office), physical conditions and physical environment where the job is performed. This factor also describes the risk of injury to the worker performing the job.
This factor also describes the frequency and distance of travel required in order to perform the job.*

	Minimal	Moderate	Extreme
Physical Effort	x		
Health Risk	x		
Sensory Required	x		
Mental Stress	x		