

Customer Service Associate

Position Summary: Expedites orders and responds to customer inquiries

Duties and Responsibilities:

- Expedite customer orders
 - Calling past P.O.'s to obtain valid delivery dates
 - Research open orders
 - Complete open order reports
 - Supply accurate estimated arrival times for items shipped
 - Obtain freight charges and tracking numbers from vendors
- Returns/discrepancies with vendors
 - Obtain *Return Good Authorization* numbers and credit slips
 - Obtain shipping and tracking information
 - Investigate short shipments, damaged items and back-orders
 - Update promise/delivery date with customers
 - File claims with shipping companies and freight carriers
- Works cooperatively with Receiving Department, Inside Sales and Accounts Payables

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Gathers and analyzes information skillfully; Identifies and resolves problems in a timely manner
- Manages difficult client/customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance and meets commitments
- Prioritizes and plans work activities and uses time efficiently
- Demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance
- Competent in Microsoft Office Suite, and able to learn new software
- Meets productivity standards and completes work in a timely manner
- Adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events
- Conscientiously at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance

Qualification/Requirements:

- Must have a high school diploma or GED. College student or graduate preferred.
- Ability to read and interpret technical documents
- Ability to calculate figures and amounts
- Excellent communication skills
- Good grammar, voice and diction
- Excellent customer service skills (friendly, courteous and helpful)

For Consideration:

- Mail, email, or fax resume' to A&M Industrial Supply: 1414 Campbell St, Rahway, NJ 07065
Jobs@am-ind.com, Fax: 732-574-1110
- Include salary requirements when applying
- **Principals only. Recruiters please don't contact A&M about this position**

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