

CAREER OPPORTUNITY

POSITION: **CUSTOMER SERVICE REPRESENTATIVE I**

DEPARTMENT: **CUSTOMER SERVICE** JOB # **472006-04**

LOCATION: **SOUTH SAN FRANCISCO or CORONA, CA**

AVAILABILITY: **IMMEDIATE OPENING**

QUALIFICATIONS:

- 3-5 years work experience, preferably within distribution.
- 2-3 years call center experience (preferred), preferably within a distribution model.
- Must be responsive and takes action to address customer concerns and complaints.
- Ability to manage a high call/email volume with professional demeanor.
- Ability to interact well with all levels of personnel.
- Ability to work in a fast-paced environment.
- Detail orientation, well organized and analytical skills.
- Working knowledge of Microsoft Office Suite (including, but not limited to Outlook, Excel, and Word).
- Excellent communication and follow up skills.
- Demonstrated professional writing skills.
- Strong people skills to build solid relationships with professionals at all levels.
- Demonstrated ability to plan well and prioritize work.
- Must be able to remain calm under pressure and maintain records in a timely and accurate mode.
- Team oriented and collaborative to achieve company goals and customer satisfaction.
- Experience with CRM systems; i.e. Salesforce.
- Experience with ERP Systems; i.e. SAP, Infor, etc.
- Experience dealing with outside vendors/manufacturers.

JOB DESCRIPTION:

- Resolve customer inquiries regarding orders status, discrepancies and proof of deliveries.
- Maintain disposition of orders including routing, dates and shipping changes.
- Interface with factories regarding expedites and purchase order maintenance.
- Process RMA's and coordinates factory returns and repairs.
- Resolve Steven Engineering/ factory shipping discrepancies and process order replacements.
- Complete customer MRP and open order reports.

- Assist Inside and Field Sales.
- Process cancellations and re-enters.
- Bi-Annual open order clean-up.
- Addresses quality issues and corrective actions.
- Interfaces with receiving department on inventory control.
- Investigates and resolves disputes and claims.
- Occasional heavy lifting of product up to 25lbs as necessary.

HOURS OF WORK:

8:00 am to 5:00 pm. Overtime when necessary.

PAY RANGE:

\$20.00 - \$24.00 per hour, DOE.

STEVEN ENGINEERING PROMOTES AND THRIVES IN A TEAM ENVIRONMENT.

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Steven Engineering reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. It is Steven Engineering's desire and process to hire candidates best suited for the position and to seek employees that meet the criteria for the position without regard to age, ancestry, color, disability, ethnicity, marital status, medical condition, national origin, race, religion, sex, sexual orientation, protected veteran status or on the basis of disability. Steven Engineering is a diverse workforce and, as such, every effort is made to encourage women and minorities to apply.

Steven Engineering will consider qualified applicants with criminal histories in accordance with the San Francisco Fair Chance Ordinance and the Los Angeles Fair Chance Initiative For Hiring Ordinance.

HOW TO APPLY:

Internal Candidates – Please contact a member of your Human Resources team for an Employee Transfer Request Form.

Submissions by **e-mail: hr@steveneng.com**

Our job number **472006-04** MUST be referenced on the subject line to be considered for this position.

Online: **www.StevenEngineering.com/Corporate/EmployOpps.html**

EOE

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