



Customer Service Representative POSITION DESCRIPTION

Revised: 2/18

The **Customer Service Representative** provides exceptional service to their assigned customer base, by utilizing their “ownership mindset” to partner with all aspects of Operations to expedite the Jobs through the process both internally and external to MSI. This is a Full Time position reporting to the Customer Service Manager.

General Expectations

- Have a high level of responsibility for the productivity and quality of your work and work performed in support of the Sales team.
- Share skills, knowledge and experience so that common goals are achieved.
- Continuously strive to develop skills and abilities.
- Have a professional & positive attitude while interacting with Customers, Vendors and Employees.

Position Specific Expectations

- Ensure proactive communication to assigned customer base on status of orders, shipments, quality, etc. Will utilize the Open Order Report to ensure communication is accurate and timely.
- Manage Customer Scorecard and ensure that we maintain an exceptional rating to our customers. Every facet of the scorecard is the responsibility of the CSR.
- Partner with the Sales Team to ensure collaboration and service delivery is consistent to our customers.
- Partner with Operations team (Scheduler & VP of Operations) to ensure that our Customer's need by dates are feasible and when necessary escalate challenges to the VP of Operations. CSR will also alert the Scheduler on all new Sales Orders.
- Partner with the Quality organization to ensure timely information on potential quality defects as well as items that may affect delivery.
- Actively participate in all meetings, Scrap, OTD, & L10.
- Enter all Sales Orders into ERP and effectively manage the order from Entry to Shipment.
- Process and manage all RFQ's for your Customer's Jobs.
- Will Travel occasionally to visit customers, approximately 1 visit annually.
- Other administrative duties as assigned by the Customer Service Manager.

Required Training/Education/Experience

- Associates Degree, preferably in a Marketing or Business related discipline.
- Minimum 1 – 3 years of experience working in a Customer Service capacity.
- Ability to work under tight deadlines.
- Experienced in Customer Service, preferably manufacturing experience.
- Advanced knowledge & comfort level with various computer software systems, including Microsoft Office suite.

If you meet these requirements and are interested in applying, please submit an updated copy of your resume to:

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