



**HPS**  
**Job Description for:**  
**Customer Service Representative**

**Reports to:** President/CEO

**Date:** 11/30/2021

**Department:** Customer Service, Furniture, Finishes and Equipment

The Customer Service Department is responsible for providing the HPS membership with assistance, timely quotations and, when necessary, problem resolution. This department also creates and maintains business partnerships with vendors that support the HPS furniture, finishes and equipment program.

**Qualifications:**

- Adept at working with computers and MS Office.
- Mathematical and typing skills
- Ability to communicate in a professional manner with HPS Members, vendors and HPS staff.
- Self-motivated.
- Demonstrates humility in actions.
- Have emotional intelligence (e.g., self-aware, self-regulated, motivated, empathic, positive social skills).
- Be a willing and involved team member.
- Able to work without immediate supervisor.
- Excellent problem-solving skills.
- Have exceptional customer service skills.
- Able to work well with a variety of different personality types.

**Responsibilities:**

- Provide a pleasant customer service experience when an HPS Member calls the department.
- Likewise, provide a pleasant customer service experience when vendors call the department.
- Sell furniture, room finishes and equipment (such as kitchen equipment) to the HPS membership.
- Develop sales opportunities for the HPS Members.
- Follow up (on price quotes, orders, ship dates, etc.) with both Members and vendors.
- Communicate to vendors regarding products and problems.
- Communicate to Members regarding products and problem resolutions.
- Demonstrate positive interdepartmental communications.

**Job Duties:**

- Answering calls and responding to emails from Members and vendors.
- Research specifications and pricing for products needed by Members.
- Provide price quotes to for furniture, finishes and equipment. Also provide quotes for freight, delivery, and installation charges. Quotes to include specification information when available.

- Issue purchase orders to vendors on behalf of HPS Members.
- Follow up and record vendor acknowledgments (check model numbers, quantity, pricing, and ship-to address for products ordered; record ship date along with acknowledgment/sale number).
- Troubleshoot problems, e.g., deliveries, freight, installation, service, etc.
- Follow up on price quotes with HPS Members.
- Follow up with Members on orders placed. Send Thank You notes/emails.
- File quotes, handwritten orders, and completed (invoiced) purchase orders. Move old orders and quotes to archives and set up new files for current year.
- Place new purchase orders in drop ship books.
- Work with others in department to produce sale flyer for food equipment – work with vendors on selection of products and pricing.
- Submit product information for HPS marketing materials and periodicals.
- Regularly meet with vendors for training on products, updating in-house material, and negotiate discounts and pricing.
- Make proactive phone calls to Members to introduce the customer service department and the benefits of using us for their equipment, furniture and finishes needs.
- Provide pricing for large projects and bid requests. Follow through with project until the installation is complete and the Member is satisfied with the project.
- Send out Member acknowledgments after orders are placed.
- Collect purchase orders daily from the department. Total the daily sales (Member cost). Post open order sales daily. Pass onto supervisor for review.
- Total monthly sales; provide totals to supervisor along with prior years totals for that month.
- Develop new vendor relationships.
- Negotiate discounts with current and new vendors.
- Record and provide monthly top sales for monthly staff meetings and quarterly board meetings.
- Record quarterly sale flyer sales and provide a monthly update to customer service.
- Keep track of vendor price changes throughout the year.
- Call HPS Members on past due accounts.
- File freight claims on damaged shipments on behalf of the Member.

**Authority:**

- Establish a margin of profit mark-up on projects and price quotes.
- Negotiate problem resolution with Members and vendors.
- Place a No Bid on a project when specifications are too vague or profit margin is too low.