



JOB DESCRIPTION

Position Title	Department	Reports to
Customer Service Representative	Furniture, Finishes & Equipment	President/CEO
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	September 2022

DEPARTMENT SUMMARY

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.

POSITION SUMMARY

The Customer Service Representative serves customers by providing product and service information and resolving product and service problems. The Customer Service Representative provides an exceptional experience for existing and potential customers by answering product and service questions and suggesting information about other products and services.

ESSENTIAL RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Actively communicate, research, and follow up with members and vendors on inquiries including price, orders, shipments, or issues.
- Sell furniture, room finishes and equipment (such as kitchen equipment) to the HPS membership and develop sales opportunities for the HPS Members.
- Issue purchase orders to vendors on behalf of HPS Members; filing necessary paperwork.
- 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.
- Follow up with Members on orders placed to ensure satisfaction and answer any questions.
- 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.
- Regularly meet with vendors for training on products, updating in-house material, and negotiate discounts and pricing.
- Record and provide monthly sales totals as requested.

LEVEL OF 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.

EDUCATION & EXPERIENCE

- 1-2 years of experience in customer services and/or sales.
- Ability to perform basic math.
- Adept at working with computers and MS Office Suite of products.

COMPETENCIES

- **CUSTOMER SERVICE:** A desire to serve others by focusing efforts on listening and responding effectively to questions, providing services, and evaluating customer satisfaction.
- **PROBLEM-SOLVING:** Ability to recognize courses of action to handle problems, gather and organize information, identify cause and effect relationships, and apply contingency plans to solve those problems.
- **TEAMWORK:** Effectively interacts with people by being able to share and receive information that supports team goals.
- **COMMUNICATION:** Ability to effectively receive and express ideas, both written and verbal; using clear and concise vocabulary and active listening skills.
- **SELF-MOTIVATED:** Ability to reach a goal or perform a task with little supervision or direction.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Average Daily Physical Requirements	Frequency
Work in stationary position	Frequent
Move about work area	Occasional
Use hands/fingers to handle or feel	Frequent
Reach with hands and arms	Frequent
Climb (stairs/ladders) or balance	Occasional
Bend, stoop, kneel, crouch, or crawl	Occasional
Communicate with others	Frequent
Move objects up to 30 pounds	Occasional
Visual acuity	Frequent
Read and understand written word	Frequent
Drive or travel	Occasional
Operate computer and general office machines	Frequent
Operate machines or material handling equipment	Never
Work Environment	Office Setting

NOTE

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. HPS reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon HPS' at-will employment status.