

# **Customer Service / Sales Assistant 1 Job Description**

## **SUMMARY**

Supports the office in sales by providing customer service in taking and processing orders for shipping or customer pick up, including the following duties.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Include the following. Other duties may be assigned.

- Promptly assist customers, including answering the phone and walk-ins, to provide sales assistance or order taking
- Create sales quotes and provide shipping quotes to customers
- Enter sales orders into accounting system.
- Process sales orders daily for customer pick up or shipping. Coordinate with warehouse staff for those orders. Schedule pick up times with freight shipping company.
- Respond to incoming phone calls and accurately record all messages as needed for other staff
- Create and email/mail customer invoices after shipment.
- Process and enter customer payments in accounting system.
- Strong attention to detail and commitment to provide a high level of customer service
- Excellent communication skills and ability to work in a team-oriented environment

## **SUPERVISORY RESPONSIBILITIES**

Not Applicable

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

Associate's degree or equivalent customer service/sales experience

Possessing a strong animal/farm knowledge is beneficial but not required

## **LANGUAGE SKILLS**

Ability to read, analyze, communicate and interpret effectively with the company staff and customers.

# **Customer Service / Sales Assistant 1**

## **Job Description**

### **MATHEMATICAL SKILLS**

Must have strong mathematical skills to determine pricing, discounts and profit margins. Some independent decision making and problem solving abilities are required to maintain inventory and assist staff and customers.

### **REASONING ABILITY**

Mental capabilities to learn, comprehend, and communicate both orally and in writing. Logical thinking, the ability to manage multiple tasks and common sense are also necessary to accomplish tasks

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. Frequent typing, data entry. Good vision, corrected to normal. The employee is occasionally required to stand, walk, and reach with hands and arms.

### **WORK ENVIRONMENT**

The environmental characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

General office working conditions exist. Moderate temperature conditions. Minimal exposure to cooler temperatures (38 degrees Fahrenheit). Minimal exposure to elements or chemicals. Extended hours may be required. Minimal exposure to moving equipment/machinery. The working conditions may include moderate noise levels.