



Customer Service Specialist

Job Title: Customer Service Specialist
Work Location: Santa Rosa, CA

Job Specific Information

I. Summary

Provide effective customer service for all external customers by using excellent, in-depth knowledge of company products, programs as well as effectively communicating with internal and extended external team members.

II. Duties and Responsibilities

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 abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Enter and audit all purchase orders including type, amount, total, cost and delivery schedule for the order(s), prepare daily batch sales reports
- Arrange daily/weekly deliveries to customer stores, work directly with dispatchers to schedule appointments for timely deliveries and to resolve delivery/schedule issues as they arise according to established department policies and procedures
- Multi-task on a regular basis by keyboarding, order in-take and scheduling as needed
- Provide timely feedback to the department regarding service failures or customer concerns, while working to assist store level associates with product inquiries
- Quote special order product pricing as required using established process
- Partner with the sales team to meet and exceed customer's service expectations
- Provide assistance at store level with product knowledge questions
- Record or files copy of orders received according to date entered into lumber track software
- Review inventory; identify out of stock product by reviewing with internal and external vendors, report results or needs as directed
- Provide work direction to internal special order teams and perform administrative duties

III. Qualifications/ Physical Requirements

- Associate's degree (A.A.) or equivalent from two-year college, minimum of two years customer service experience and/or training or equivalent combination of education and experience
- Knowledge of inventory software, order processing systems, Microsoft Office Suite and Electronic Data Interchange (EDI), preferred
- Ability to write/interpret reports, business correspondence and local procedure manuals
- Speak clearly and effectively with courtesy on the telephone for extended periods of time and in person while taking orders or other tasks associated with the position requirements
- Capability to present information and respond to questions from groups, managers, customers and the general public
- Calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume and apply concepts of basic algebra and geometry
- Regularly required to sit for long periods of time; use hands, handle or feel; reach with hands and arms; and communicate and occasionally required to stand and walk
- This position is required to sit, type and review monitor for long periods of time; repetitive typing motion is required
- Occasional travel outside the state through a geographic region

Application Process

- To request an application, email a resume to Recruiter@MendoCo.com
- Send resume by fax to 707-485-6873 or
- Call (707) 485-6731 for more information