

DUNAVANT DISTRIBUTION GROUP, LLC JOB DESCRIPTION Current Title: <i>Customer Service Representative (CSR) (Employee name)</i> Proposed Title: Customer Service Representative	Job Description # DRAFT
	Revision
	Effective Date

1.0 Position Summary

Responsible for serving customers, drivers, visitors; processing transactions in the warehousing operations; and assuring customer satisfaction.

2.0 Reporting

Reports to Operations/Facility Manager; works 8:00 am to 5:00 pm.
Current FLSA Status: Non-Exempt
HR FLSA Status Recommendation: Non-Exempt

3.0 Essential Functions, Job Duties, and Responsibilities

- (1) Assists customers and drivers by phone, in person, and by e-mail providing them with timely answers and great customer service.
- (2) Assists with traffic control as needed.
- (3) Processes shipping and receiving documents with customer and company WMS systems.
- (4) Maintains and coordinates daily shipping/receiving schedule with Operations, customers, and drivers.
- (5) Maintains customer records in both hard and soft copy and scans to customer as needed.
- (6) Runs and enters daily billing (accessorials and ins/outs) and month-end billing for renewal storage.
- (7) Presents timely communications to Operations Managers about on-going issues or new developments with customers that may affect the current and future status.
- (8) Provides support to warehouse personnel with inventory and pick and delivery of customer orders.
- (9) Assists with other duties including month-end inventory reconciliation, corrective action responses, month-end closing process, etc.
- (10) Back-up for this position is Customer Service Lead.
- (11) Acts as back-up mainly for Customer Service Lead but can back up any of the other team members as needed.
- (12) Performs all other duties or projects as assigned.

4.0 Education and Experience Requirements

- (1) High school diploma/GED required.
- (2) Two years of experience within the logistics industry; import/export experience preferred but not required.

5.0 Minimum Skills, Knowledge, and Ability Requirements

- (1) Strong customer service skills
- (2) Strong interpersonal skills
- (3) Good decision making skills
- (4) Ability to communicate effectively both orally and in writing
- (5) Ability to resolve customer/CSR/driver issues quickly and creatively in order to improve customer/CSR/driver satisfaction.
- (6) Ability to write reports, business correspondence, and procedure manuals.
- (7) Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.
- (8) Ability to define problems, collect data, establish facts, and draw valid conclusions.
- (9) Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- (10) Familiarity with Company services and trucking operations.
- (11) Ability to perform multiple job functions within fast paced office environment.
- (12) Availability to work in multiple-shift operation, weekends, and OT as needed on short notice.
- (13) Strong organizational skills; attention to detail.
- (14) SAP and skills preferred.
- (15) Must understand WMS system functions.
- (16) Good computer skills: Microsoft Word, Excel, TMS.

6.0 Work Conditions, Physical and/or Mental Requirements

- Sedentary physical activity requiring reaching, lifting, finger dexterity, grasping, feeling, repetitive motions, talking, and hearing.
- Visual requirement is for close vision, distance vision, peripheral vision and ability to adjust focus.
- 80% or more time is spent looking directly at a computer.
- Employee is frequently required to stand, walk (or otherwise be mobile).
- Employee is occasionally required to lift and carry up to 40 pounds.
- Ability to deal with stressful situations as they arise.
- Workweeks in excess of 40 hours may exist periodically through the year.
- Occasional weekend work may occur.

Duties are primarily performed in an office environment. Minimal physical effort is required. Lifting and carrying requirements of up to 40 pounds. Occasional or frequent ability to move boxes from one location to another.

These physical and/or mental requirements are not exhaustive, and additional job-related requirements may be added by the Company on an as-needed basis. Reasonable accommodations, where required by law, will be made to enable individuals with disabilities to perform the essential functions of this position.

7.0 Acknowledgement:

I have read, fully understand and agree to the responsibilities and requirements outlined in this job description. I have discussed what needs to be accomplished with my supervisor(s) and intend to fulfill my commitment to the Company to the best of my abilities. The Company reserves the right to change and/or modify the essential functions, duties, and responsibilities, of this position at any time. I understand that my employment is at-will and nothing in this job description alters that status.

Signature

Date: _____

Printed Name

*** Definitions/Acronyms:**