



**KONDEX CORPORATION
POSITION DESCRIPTION**

POSITION TITLE: Customer Service Representative
DATE: June 14, 2021
REPORTS TO: Manager of Sales Administration & Analytics

POSITION PURPOSE/MISSION:

The Customer Service Representative will build and maintain customer relationships by addressing customer inquiries and resolving problems.

ESSENTIAL DUTIES and RESPONSIBILITIES:

1. Answer incoming customer telephone calls. Establish and maintain positive working relationships with customers by ensuring the best possible customer satisfaction by providing expertise in the analysis of systems problems and orders.
2. Provide accurate and timely information regarding the status of open orders to customers, the Sales Administration team, and Account Managers.
3. Address and resolve customer inquiries, problems and complaints regarding products, services, order change requests, shipments and product use and applications.
4. Create and maintain customer files.
5. Communicate with demand planners and team leaders regarding order changes, urgent orders and/or expedite requirements.
6. Prepare all internal and external assigned reports and correspondence timely and accurately.
7. Prepare documents, letters, correspondence, etc as needed, including export shipping documents.
8. Upload and maintain forecast data.
9. Assist with back-up reception duties.
10. Obtain external customer information to respond to internal stakeholders.
11. Assist Manufacturing with line side sequencing of customer orders.

POSITION CHALLENGES:

- Obtain internal information to respond to customers in a timely matter.
- Work with internal and external customers to resolve issues.
- Exceeding customer expectations.

INTERNAL RELATIONSHIPS:

- Sales team members, Demand Planners, Team Leaders, Shipping Department, IT/IS Department

EXTERNAL RELATIONSHIPS:

- Customers

QUALIFICATION REQUIREMENTS:

Minimum Technical Qualifications:

1. High School Diploma or Equivalent.
2. Proficient in Microsoft Office, including Excel, Word and Outlook.
3. Prior customer service experience.
4. Strong attention to detail.

Preferred Technical Qualifications:

1. Two-year associate degree in related field.
2. Prior experience working in a manufacturing environment.

Highly Desirable Behavioral Competencies:

1. Active Communication - ability to communicate effectively both verbally and in writing. Takes responsibility for ensuring that people have the current and accurate information needed for success.
2. Composure - maintains emotional control, even under ambiguous or stressful circumstances, while continuing to perform steadily and effectively.
3. Customer Orientation – stays close to customers and consumers, anticipating and meeting customer/consumer needs. Demonstrates excellent listening, verbal, and presentation skills.
4. High Standards – has a high level of energy. Establishes and models standards that guarantee exceptional quality and necessary attention to detail, conveying a sense of urgency to make things happen. Continually seeks to improve processes.
5. Initiative - is proactive and takes action without being prompted. Doesn't need to wait to be told what to do or when to do it. Sees a need, takes responsibility and acts on it. Makes things happen.
6. Learning agility – continuously seeks new knowledge, creates and fosters a culture of interest and learning. Learns quickly and uses new information effectively. Flexible to change and learns from failure. Seeks to improve processes.
7. Problem Solving & Decision Making – identifies and solves problems. Isolates causes from symptoms, and compiles information and alternatives to illuminate problems or issues. Involves others as appropriate and gathers information from a variety of sources. Finds a balance between studying the problem and solving it. Readily commits to action and makes decisions that reflect good judgment.
8. Team Player – is team oriented. Identifies with the larger organizational team and their role within it. Responds to requests from other parts of the organization. Supports larger organizational agendas as more important than local or personal goals.

CULTURE:

- Follows Kondex Values & Beliefs

TRAVEL:

- Minimal

OVERVIEW OF COMPANY

Kondex' s mission is "Helping to Feed and Fuel the World." We are a leading manufacturer of engineered components for the agricultural, biofuel, construction, forestry, and turf markets. We are ISO 9001 and ISO 14001 certified. Our main focus is to exceed the needs of our customers. Kondex was started in 1974 and is privately owned. Annual sales have grown substantially. Our excellent growth has been the result of producing quality products and providing a high level of customer service. Kondex has a state-of-the-art 210,000 square foot facility that is climate controlled and utilizes enhanced process flows. We have a non-union workforce of approximately 250 associates. Kondex is a smoke-free environment. Kondex is recognized for its team environment and utilization of individual talents to create a high-performance workplace.

Apply online <http://www.kondex.com/apply.php> or contact Human Resources at 920-269-8598.