



## CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

### Small Parts, Inc.

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**JOB TITLE:** Customer Service Representative

**REPORTS TO:** Customer Service Manager

**DEPARTMENT:** Customer Service

**FSLA Status:** Exempt

#### **OVERVIEW:**

Serves as the “face of the company” and is the primary interface between Small Parts and its customers for all activity from receipt of an order through the shipment of related parts and products currently in production. Manages customer demand portfolio and ensures forecast accuracy and compliance to contractual agreements. Desires to grow and develop within Small Parts as this is a growth position with expectations of further development into sales, marketing and leadership roles.

#### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES (other duties may be assigned):**

- Handles all incoming customer inquiries and communication pertaining to existing parts including:
  - a. Ensuring all customer orders are entered properly including quantity, price and due date;
  - b. Reviewing EDI orders and resolving problems as required;
  - c. Reviewing and uploading forecasts into Plex ERP system as required;
  - d. Acknowledging orders with customers as required;
  - e. Communicating regular price adjustments, SPOT prices and surcharges;
  - f. Managing expedited orders and special courier deliveries when necessary; and
  - g. Working through order level customer issues including lead time breaches, minimum order quantity violations, pricing disputes, slow moving or obsolete inventory, credit hold, etc.
- Utilizes and maintains customer portals:
  - a. Ensures scorecard accuracy / dispute incorrect data
  - b. Maintains contact lists
  - c. Verifies demand in portals match internal Plex demand
- Develops quarterly demand forecasts for repricing and production planning
- Monitors individual part demand trends against historical patterns, current projections and agreements:
  - a. Identifies and communicates changes in order patterns that could lead to supply risks
  - b. Ensures compliance to pricing / volume agreements
- Generates annual forecast to support business planning process
- Participates in Corrective Action Process and continuous improvement initiatives

#### **KEY COMPETENCIES and ATTRIBUTES: (to perform the job successfully, the individual must demonstrate the following key competencies and attributes):**

- Alignment with MPI Mission and Values
- Strong analytical, reasoning and problem solving skills
- Ability to recognize customer demand patterns
- Ability to be accurate and thorough
- Clear and effective communication skills
- Ability to develop and maintain positive relationships
- Ability to negotiate and manage conflict effectively
- Proficiency with Microsoft Office Suite products especially Excel



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**RESPONSIBILITIES RELATED TO MANAGING OTHERS (if a leadership function is added to responsibilities):**

**Growing others**

- Provides coaching and timely feedback
- Understands and leverages strengths of team
- Defines staff metrics and goals
- Assesses the training and developmental needs of staff

**Respecting Others**

- Provides recognition and constructive feedback
- Values and Listens to Team members

**Leading with Empathy & Transparency**

- Leads with honest and open communication
- Sets clear expectations for each team member
- Admits mistakes
- Explains why

**QUALIFICATIONS:**

- Bachelor’s degree in a business or technical-related field preferred
- Desire and potential to learn and grow into sales, marketing or leadership roles
- Computer literacy in basic programs required (Microsoft Word, Outlook, Excel and computer learnability)
- Ability to communicate clearly and provide feedback
- Ability to read, write and speak fluent English; bilingual ability (Spanish) is desired

**PHYSICAL DEMANDS (*Physical Demand Sheet is attached*):**

- 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 accommodations 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; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee may occasionally lift and / or move up to 30 pounds, but this position is in an office environment.
- The noise level in the work environment is usually quiet.

**APPROVALS:**

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Customer Service Manager Date

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Vice President Operations Date

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Human Resources Date



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## Physical Demand Sheet

**Position:** Customer Service/Account Manager

**1) The physical activity of this position (Check all that apply)**

- A. Climbing. Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- B. Balancing. Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces
- C. Stooping. Bending body downward and forward by bending the spine at the waist
- D. Kneeling. Bending legs at knee to come to a rest on knee or knees
- E. Crouching. Bending the body downward and forward by bending leg and spine
- F. Crawling. Moving about on hands and knees or hands and feet
- G. Reaching. Extending hand(s) and arm(s) in any direction
- H. Standing. Particularly for sustained periods of time
- I. Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- J. Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward
- K. Pulling. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion
- L. Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position to position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles
- M. Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling
- N. Grasping. Applying pressure to an object with the fingers and palm
- O. Feeling. Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips
- P. Talking. Expressing or exchanging ideas by means of the spoken words. These activities include conveying detailed or important spoken instructions to other workers accurately, loudly, or quickly
- Q. Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound
- R. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers

**2) The physical requirements of this position (Check only one)**

- A. *Sedentary work.* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- B. *Light work.* Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.



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C. *Medium work.* Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

D. *Heavy work.* Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

E. *Very heavy work.* Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

### 3) The visual acuity requirements including color, depth, perception, and field vision. (Check only one)

A. The worker is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, transcribing: viewing a computer terminal; extensive reading, visual inspection involving small defects, small parts, and/or operation of machines (including inspection), using measurement devices, and/or assembly or fabrication parts at distances close to the eyes.

B. The worker is required to have visual acuity to perform an activity such as: operates machines, such as lathes, drill presses, power saws, and mills where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature, such as carpenter, technicians, service people, plumbers, painters, mechanics, etc.

C. the worker is required to have visual acuity to operate motor vehicles and/or heavy equipment.

D. the worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e. custodial, food services, general laborer, etc) or to make general observations of facilities or structures (i.e. security guard, inspection, etc.)

### 4) The conditions the worker will be subject to in this position (Check all that apply)

A. The worker is subject to environmental conditions. Protection from weather conditions but not necessarily from temperature changes.

B. The worker is subject to outside environmental conditions. No effective protection from the weather.

C. The worker is subject to both environmental conditions. Activities occur inside and outside.

D. The worker is subject to extreme cold. Temperatures typically below 32 degrees for periods of more than one hour. Consideration should be given to the effective of other environmental conditions, such as wind and humidity.

E. The worker is subject to extreme heat. Temperatures above 100 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.

F. The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above ambient noise level.

G. The worker is subject to vibration. Exposure to oscillating movements of the extremities or whole body.

H. The worker is subject to hazards. Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.

I. The worker is subject to atmospheric conditions. On or more the following conditions that affect the respiratory system of the skin: fumes, odors, dust, mists, gases, or poor ventilation.

J. The worker is frequently in close quarters, crawl spaces, shafts, manholes, small enclosed rooms, small sewage and line pipes, and other areas that could cause claustrophobia.

K. The worker is required to function in narrow aisles or passageways.

L. None. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).