



Employee Job Description

Job Title: Customer Solutions Expert (CSE) : **BI-LINGUAL (Spanish / English)**

Department: Customer Service Department

Typically Reports to: Customer Service Manager

FLSA Status: Exempt

JOB SUMMARY

The **Customer Solutions Expert (CSE)** position is responsible for performing a variety of professional and technical duties and providing a full spectrum of Customer Service support and expertise to Sales Representatives (internal customer) and EBP Customers (external customer).

ESSENTIAL FUNCTIONS

Primary job responsibilities may include but are not limited to:

1. Possess a spirit to serve, a commitment to problem solving, and dedication to engage and delight customers.
2. Backorder fulfillment coordination and communication, including monitoring back orders for tomorrow, and identifying correct alternate/substitutes to satisfy customer's business needs.
3. Coordinate with Transportation Dept., including same day deliveries, will calls, FTB (first truck back), couriers, and UPS shipments.
4. Coordinate all customer returns and credits.
5. Process sample order requests.
6. Communicate with Purchasing Dept. to understand ETAs and inventory on-hand to best fulfill customer orders.
7. Coordinate inventory transfers between branches with Purchasing Dept. to fulfill customer orders.
8. Enter and monitor special and direct orders, coordinating with expeditors as needed, and communicating ETAs to customers and reps.
9. Accomplish all order entry for orders placed by phone/fax/email, by customers and Sales team as needed.
10. Assist customers in e-commerce ordering as needed to complete order process.
11. Monitor and correct EDI orders.
12. Develop and maintain customer order guides.
13. Maintain up to date product knowledge, with the ability to 'up sell' and support promotions, with the ability to identify EBP item numbers from descriptions and manufacture numbers.
14. Provide timely responses to requests for price quotes, bids, rebates, and contracts.
15. Maintain customer sell prices in AS400 and monitor margins.
16. Maintain customer profiles/files, including point of contact, phone numbers, fax numbers, email addresses, as well as special account instructions.
17. Participate in benchmarking, CTE, and Six Sigma quality improvement projects.

QUALIFICATIONS / COMPETENCIES

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

- Experience in customer service.
- Strong analytical skills.
- Superior communication skills, both verbal and written.
- Strong interpersonal skills
- Ability to work independently, with the confidence to make correct business decisions in support of a diverse customer base and the company's directive and business goals.
- Ability to function in a fast paced and dynamic work environment.
- Professional and friendly telephone skills.
- Advanced computer skills (Word Processing, Outlook, Spreadsheets, Database Management, and Graphical Presentations).

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree (or higher) in a Business related subject matter or 3-5 years related experience and/or training; or equivalent combination of education and demonstrated working experience.
- Minimum 5 years of demonstrated Customer Service experience and growth, with retail or wholesale operations.

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk; use hands or fingers, to handle or feel; and reach with hands and arms.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by employees assigned into this classification. They are not intended to be construed as a complete list of all responsibilities, duties and skills required of personnel so classified.

SIGNATURES

This job description has been approved by all levels of management:

Manager: _____ HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____