



JOB TITLE: Customer Service Representative/Buyer
EMPLOYER: Global Precision Manufacturing LLC
DEPARTMENT: Materials Management
REPORTS TO: Operations Focal
EFFECTIVE DATE: 5/10/2022
WAGE: \$25-\$35 hourly DOE

SUMMARY: Flex position to support customer service and purchasing requirements. Coordinating activities involved with procuring goods and services such as raw materials, equipment, tools, parts, supplies, and advertising, for organization. Provides customers with courteous customer service; strives to retain present customers and develop new business by extending professional and efficient service and suggesting additional services and products to serve customers' needs.

DUTIES AND RESPONSIBILITIES:

- Reviews requisitions.
- Confers with vendors to obtain product or service information such as price, availability, and delivery schedule.
- Selects products for purchase by testing, observing, or examining items.
- Estimates values according to knowledge of market price.
- Determines method of procurement such as direct purchase or bid.
- Prepares purchase orders or bid requests.
- Reviews bid proposals and negotiates contracts within budgetary limitations and scope of authority.
- Maintains procurement records such as items or services purchased, costs, delivery, product quality or performance, and inventories.
- Discusses defective or unacceptable goods or services with inspection or quality control personnel, users, vendors, and others to determine source of trouble and take corrective action.
- Provides account information to customers including but not limited to account balances, histories, and open order statuses.
- Assists customers in the reconciliation of their accounts.
- Provides timely resolution of customer complaints, concerns, and inquiries.
- Builds effective relationships and trust with customers and potential customers by listening to their needs and educating them about the bank products and services that are most appropriate to their situation.
- Prepares reports and correspondence as needed.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Proficient on ERP/MRP Software & Microsoft Office Suite Products
- Remain calm and professional in stressful situations.

- Friendly, courteous, service-oriented, and flexible and enjoy working with a variety of staff.
- Detail-oriented and work effectively under pressure while meeting all applicable deadlines.
- Excellent customer service skills.
- Excellent verbal and written communication skills.
- Commitment to excellence and high standards.
- Strong organizational skills; able to manage priorities and workflow.
- Ability to work independently and as a member of various teams and committees.
- Ability to understand and follow written and verbal instructions
- Professional appearance and demeanor
- Ability to perform diversified clerical functions.
- Acute attention to detail.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.

COMPETENCIES:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand, sit and walk
- Frequently required to utilize hand and finger dexterity

- Continually required to talk or hear
- Frequently utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Rarely required to lift/push/carry items less than 25 pounds
- Rarely work near moving mechanical parts
- Occasionally loud noise

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.