 Document type: Job Description	Document Number: JD006	
Job Title: Customer Service Representative II	Revision B	Authored Date: 2021-06-24

Department: Commercial

FLSA Status: **Exempt** **Non-Exempt**


Job Summary: The Customer Service Representative will be responsible for supporting North American sales for Dynex Technologies and act as a backup for ROW sales. This individual will work closely with sales, marketing, finance, technical support and operations to ensure that customer information, orders, returns, and other requests are entered into company data systems accurately and promptly. Responding to customer questions and concerns in a positive, helpful, timely, and professional manner is also of critical importance.

Essential Functions: Responding to customer inquiries regarding products, shipping and account information. Processing customer orders in a timely and accurate manner, including pricing verification and stock availability. Analyzes and rectifies customer concerns using established procedures. Provide domestic and international paperwork as needed. Answer inbound customer phone calls as needed. Calculating and implementing price increases for non-contract customer accounts. Process customer RMAs and internal, no-charge orders and RMAs. Process credit card transactions. Work with accounting to establish new customer accounts or create new shipping addresses, ensure orders are tracked appropriately. Provide tracking information to customers and sales/technical support. Filing orders, invoices, and shipping documentation. In addition, this role will coordinate the preparation of material and complete paperwork for tradeshow. Support various customer requests for paperwork. General office support.

Process credit card transactions. Obtains certificates as needed, completes customer required forms, maintains passwords for customer invoicing and invoices customers as needed via their websites.

Supervisory Responsibilities: None.

Success Factors: Excellent verbal and written communication skills. Experience with international shipping paperwork, a proactive, positive outlook that is apparent to customers and to colleagues. The ability to multi-task in a fast paced environment and a creative problem solving ability. Must possess the ability to work independently with little supervision. Must have an understanding of general accounting concepts. Strong organizational skills and exceptional attention to detail are required.

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Minimum Qualifications / Education: Two year college degree and Customer Service experience. Notary helpful.

Computer Skills: Computer literacy in MS Word & Excel, ERP - Fourth Shift (preferred), and CRM - Salesforce.com (preferred).

Work Environment: Office.

Physical Requirements: Must be able to meet National Institute for Occupational Safety & Health (NIOSH) Standards.

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge review of this job description.
 (Employee's Name - PRINT Name)

 Employee's Signature

Date: _____
 YYYY-MM-DD

 Supervisor's Signature

Date: _____
 YYYY-MM-DD