

GF HEALTH PRODUCTS, INC.

JOB DESCRIPTION

JOB TITLE: Customer Relations Representative

DEPARTMENT: Customer Service

LOCATION: Various

REPORT TO: Customer Service Supervisor

SUMMARY

Provides support and quality assistance to customers and sales representatives to assure their needs are satisfied.

ESSENTIAL DUTIES AND RESPONSIBILITIES

➤ Customer Service Assistance

- Process customer orders via telephone, fax, email and/or EDI.
- Provide accurate pricing; research and address pricing discrepancies.
- Suggest alternative product options; up sell and/or cross sell where appropriate.
- Ensure that product and quantities delivered are what customers anticipate receiving.
- Monitor and track orders already placed to apprise customers of back orders and delivery exceptions.
- Be familiar enough with product information and performance expectations of inventory in all brand lines in order to answer questions and/or trouble-shoot basic issues for customers.
- Educate customers on company services and policies.
- Monitor calls in queue and prioritize tasks to support departmental call goals.
- Project professional, courteous and sincere image.
- Reduce repeat customer contact by providing proactive customer service with prompt follow up/follow through when appropriate.
- Maintain and archive all related paperwork per record retention policies.

➤ Other Goals and Responsibilities

- Research customer concerns and complaints, then take appropriate action within the parameters of company guidelines to negotiate resolutions satisfactory to both customer and company. Submit appropriate Catsweb forms to document actions.
- Immediately refer all product injury claims/allegations to Risk Management and Regulatory Affairs.
- Monitor orders to prevent inadvertent violations of FDA and/or Regulatory Guidelines. Forward complete and accurate documents to the Regulatory team to expedite the registering of those customers who wish to order regulated products.

- Work closely with all sales representatives, placing and monitoring their orders, answering their questions, resolving customer issues on their behalf, apprising them of potential problems and/or sales leads in their territories.
- Communicate with Distribution Center managers to facilitate the processing of problematic orders. Act as a communications conduit between Distribution Center managers and customers whenever there is a question about amending or shipping an order.
- Document customer interaction in appropriate places to facilitate resolution of possible internal or external queries about an order or an item entered thereon.
- Apprise management of relevant customer feedback including response to products; provide process and performance improvement recommendations.
- Actively increase product knowledge to decrease need for support to Customer Service from other departments.
- Handle appropriately any permanently assigned special projects such as back-order reports, freight claims, returns, credits, discontinued products, the Customer Service box, specially assigned CS customer or salesperson relationship or other task.
- Assist management with special projects and perform other related duties and tasks as required to support team and Company goals.
- Promote team environment through cooperation and communication
- Adhere to all Company Policies and Procedures and incorporate sound safety practices in day to day work environment.

QUALIFICATIONS

To perform this job successfully, an individual must possess excellent verbal and written skills, demonstrated analytical and problem-solving skills, sense of urgency, computer literacy, attention to detail, excellent multitask and time management skills, professional phone manner and ability to work independently and as part of a team in a high volume fast paced work environment. The requirements listed above 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.

QUALITY REQUIREMENTS

Responsible for adhering to the established GFHP's quality system and facility procedures in your respective department. Responsible for identifying problems that can have an impact on product quality and reporting the information to your supervisor. Adhere to all Company Policies and Procedures and incorporate sound safety and housekeeping practices in performing day to day functions in the work environment.

EDUCATION and/or EXPERIENCE

Associate Degree and/or a minimum of three years related experience and/or training; or equivalent combination of education and experience preferred.

LANGUAGE SKILLS

Ability to respond to common inquiries or complaints from customers. Ability to read, analyze and interpret general business information, especially on the company website. Ability to effectively present information and to respond to questions from groups of managers, clients, customers and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, and percentages.

COMPUTER SKILLS

Proficient in Microsoft Office applications, PC experience and ability to navigate the internet. Proficiency in typing is required.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

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. 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 use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. Travel to off-site locations maybe required, as well as attending internal/external meetings, training workshops, sales and tradeshow events.

APPROVALS


Customer Service Director

4/8/2021

Date



SVP, Administration

4/8/2021

Date