



JOB DESCRIPTION

Job Title:	Customer Service Clerk	Pay Grade:	8
Department:	520 – Sales/Marketing	Reports to:	Business Control Manager
Status	Non-Exempt/Hourly	Revision Date:	February 12, 2021

SUMMARY: This position will be a valuable resource for the Customer Service department at Precix. It will include all aspects of data and document handling, as well as being responsible for all packing slip processing, organizing, and filing. The clerk will be in direct contact with customers for the purpose of supplying information relating to inventory stock levels as well as Certificate of Analysis requests. The ideal candidate will be developed to grow into the role of a Customer Service Representative and the responsibilities of managing their own accounts.

DUTIES AND RESPONSIBILITIES:

- Coordinate activities with the Customer Service Representatives.
- Scan, file and organize all packing slips daily. Be able to retrieve same documents when needed for customer requests.
- Reply to stock requests from customers.
- Check/verify cure dates per customer requests.
- Respond to customer requests for tracking information when required.
- Enter Purchase Order/releases and sends acknowledgements to the customer.
- Provide lab reports, certificates of conformance, etc. per customer request.
- Gather all documents required for internal/external audits.
- Comply with company retention policy/file documents as required.
- Perform other duties as required or requested.

SUPERVISORY RESPONSIBILITIES:

- None

EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent
- Prior Customer Service and Administrative experience preferred

QUALIFICATIONS:

- Must be able to take direction/supervision and work cooperatively with others.
- Able to work in a fast-paced environment.
- Strong interpersonal skills.
- Ability to use computer and related software programs to accomplish assigned tasks.
- Strong ability to multitask
- MS Office (Excel, Word, and Outlook)
- Must be very organized with ability to manage time and tasks appropriately once familiar with the business needs.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Work environment consists of office environment;

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- Exposure to quiet to moderate noise levels up to 2/3 of the time.

• Annual Testing Requirements			
	Hearing Test		
	Respirator Fit Testing		
	Vision Test		
Vision Requirements			
	Close Vision (clear vision at 20 inches or less)		Ability to adjust focus
	Distance Vision (clear vision at 20 feet or more)		Other: (specify)
	Color Vision (ability to identify & distinguish colors)	X	No special requirements
Type of Personal Protective Equipment Required			
X	Safety Glasses (as needed)		Protective Clothing
X	Hearing Protection (as needed)		Safety Shoes
	Respirators		Other (please specify)

Physical Demands	Amount of Time Spent			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Standing			X	
Walking			X	
Sitting				X
Use hands to handle or touch			X	
Use fingers to pinch or grasp			X	
Reach above shoulders		X		
Climb or balance	X			
Stoop, kneel, crouch or crawl		X		
Talk or hear				X
Smell or Taste	X			
Use foot/feet to operate machine	X			
Weight of material to lift	Time Spent			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
More than 75 pounds	X			

Weight of material to push or pull	Time Spent			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
More than 75 pounds	X			
	None	Up to 1/3	1/3 to 2/3	2/3 to all

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Repetitive Motion		X		
Tools or Equipment Used	Time Spent			
(e.g. forklift or computer, etc.)	None	Up to 1/3	1/3 to 2/3	2/3 to all
Computer				X
Phone			X	

Travel Required	% of Time
Domestic	<5%
International	<2%

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

Precix is an Equal Opportunity Employer.