

# CHARTER STEEL TRADING CO., INC.

## JOB DESCRIPTION

**Title:** Customer Service/Inside Sales Representative

**Department:** Customer Service

**Reports To:** General Manager

**FLSA Classification:** Non-Exempt

### **Position Summary:**

The Customer Service / Inside Sales representatives are professionals who ensure that quality, customer service, and communication remain the centerpiece of the Charter Steel brand.

Responsible for representing Charter Steel to its clients and customers by providing high-quality and efficient customer service. Proactively communicate with the appropriate internal parties (production, sales, management, purchasing, transportation) to ensure that we meet and exceed the expectations of our customers.

Ability to provide customers guidance on company products and processing services. Able to manage, track, and record all customer inquiries and sales. Ensure compliance with all company and client policies and procedures. Document customer orders in an accurate and timely manner, maintain account files, customer specifications, prepare reports and correspondence as required.

### **Responsibilities:**

- Proactively communicate order status with customers.
- Review open order report daily and communicate with production scheduling to ensure delivery dates are met.
- Review inventory report weekly to ensure material is reserved for specific customers.
- Proactively advise production, sales, management, and purchasing of issues/barriers to meeting customer needs and on-time performance.
- Call all active customer contacts weekly to maintain contact, pursue new opportunities and discuss open action items.
- Reconcile open orders weekly, close out completed orders timely (communicating with the territory sales rep).
- Process all order change requests from customers.
- Provide alternative/deviations to customers for approval when necessary.
- Review finished goods report weekly and communicate commitments to customers so that material is consumed in the agreed-upon time frame.
- Coordinate all sales orders including a copy of the purchase order and sourcing documents.
- Obtain freight rates, credit approval, and transportation for all shipments.
- Document and communicate all pertinent communications with the customer on sales orders to other members of the team.

- Solicit business from existing customers as part of your weekly customer contact.
- Maintain and build customer files that include customer specifications and packaging requirements to provide visibility for other members of the team.
- Address all CCR's and communicate with the quality department to provide a resolution for the customer.
- Special Projects as they pertain to service.

**Experience/Education Requirements:**

- High School Diploma or GED.
- Associate degree in a related field is preferred.
- Strong verbal and written communication skills.
- Ability to organize, multi-task, and detailed oriented.
- Must also be motivated to work independently and as part of a team.
- Knowledge of principles and processes for providing customer service.
- Able to work as a member of a small team and to interact with peers and internal customers in other departments.
- Motivated self-starter who can manage projects and make decisions.

**Communication method(s) used:**

- Email
- Phone

We are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

**COVID-19 considerations:**

To keep our employees as safe as possible, we have installed hand sanitizers and provided masks and gloves.