

Wildlife Control Supplies, LLC

East Granby/Suffield CT

www.shopwcs.com

Position Title: Customer Service Representative

Work Schedule Monday – Friday 8:30am – 5pm, some flexibility

Compensation +/- \$40k/year commensurate with experience. Benefits include PTO, Retirement, and Insurances.

Email resume to: accounting@shopwcs.com

Position Mission: Accurately process customer orders, assist customers in determining product requirements for specified situations and recommend complimentary or new product options. Complete order process ensuring accuracy and completeness. Process shipping labels and credit cards. Critical Skills: Customer Service, online and telephone, Product knowledge, Company policy knowledge, Accuracy, Adaptability, Listening, Communications, Organization, Teamwork

Job Activities:

- Answer customer calls and/or Live Chat and assist them to determine need; ensure product order meets customer needs by having a good working knowledge of the variety of products carried.
- Assist onsite customers with order requests.
- Consult with customers, prepare quotes (domestic) and recommend necessary supplies to meet specified situation. Up sell complimentary products.
- Pull order requests from the web (Miva, Amazon, EBay, etc.), review and assess order fulfillment requirements (e.g. stock, P.O.)
- Verify customer information and contact if there are questions (e.g. Bill To/Ship to different, No Match on credit card, addressing not complete, product relationship, etc.)
- Accurately perform data entry into Invoicing & Payment Processing systems (Quickbooks) for all incoming orders e.g. web, fax, phone, and mail.
- Prepare paperwork for Product Control (Warehouse) (e.g. invoice, packing slip, etc.)
- As necessary, accurately prepare Purchase Orders (P.O.) for non-stock items.
- Verify orders to ensure customer request was accurately represented on WCS invoice. Work with other Customer Service Reps and Product Control Specialists as necessary to correct errors.
- Process payment preauthorization for all orders correctly (e.g. credit cards, P.O.'s, account customers, etc.).
- Finalize invoicing by preparing paperwork for Batch Processing or Account Invoicing.
- Identify product and/or price discrepancies between Database, Website and Catalog and work with management to correct.
- Assist Product Control with preparation of outgoing orders as needed (e.g. labeling, packaging, etc.)
- Complete packaging and labeling (e.g. UPS, FedEx, Amazon, etc.) for shipments, including authorization of payment and preparation of necessary documentation (e.g. instructions, PIF's, packing lists, etc).
- Update catalog request lists from catalog voicemail box, email request and CSR phone calls.
- Provide support to Product Control to package bulk items into saleable units.
- Complete general office duties (e.g. filing, archiving, doc scanning, organizing, etc.)
- Complete special projects/activities as requested by management

Performance Measurements:

1. Communications with customers, vendors, co-workers and management are clear, professional, thoughtful and effective. Demonstrates a clear command of the topic and offers suggestions to address the point of discussion.
2. Consultation with customers is effective in providing advice and product suggestions to help meet individual and situational needs. Recommends additional items that compliment original order.
3. Orders are prepared in a timely manner and are processed accurately & completely
4. Maintains a calm & controlled demeanor when dealing with demanding, unhappy or upset customers.
5. Demonstrates knowledge of all products, policies and processes.
6. Effectively multi-tasks to meet deadlines and assists where needed. Is flexible to meet changing business needs.
7. Demonstrates an understanding of Company policies & procedures and consistently applies across work activities
8. Represents WCS professionally and effectively through all communications.