



## Customer Service Representative Job Description

Northwest Paper Box is a family-owned business that has a commitment to Integrity, Service and Quality. We are a leading manufacturer of custom set-up boxes and corrugated packaging, and distributor of packaging supplies.

The Customer Service Representative (CSR) is the hub of the relationship between our customers, account managers, vendors and production team. A successful CSR exhibits strong attention to detail, excellent communication skills, and a thirst for knowledge. The Customer Service Representative may specialize in either corrugated or set-up packaging but would be expected to be knowledgeable about both product lines.

### Key Responsibilities:

- Develop and maintain strong working relationships with coworkers, customers and vendors.
- Support account manager in developing and maintaining customer account relationships.
- Respond promptly to customer inquiries by phone, fax or email.
- Assist customer in identifying appropriate solutions to their packaging needs.
- Capture complete and accurate quote and order details from customers.
- Complete detailed work order specifications for job costing and manufacturing.
- Complete and process appropriate vendor purchase orders.
- Coordinate and support information flow with external and internal stakeholders.
- Monitor customer-owned inventory, reorder items as needed.
- Maintain organized and detailed files, both electronic and physical.
- Demonstrate strong problem-solving techniques regarding customer complaints.
- Work in a team environment to meet business objectives and goals.
- Handle multiple tasks simultaneously, using strong time management skills.

### Position Requirements:

- Two years customer service experience, preferably in manufacturing or packaging industry.
- Demonstrated mathematical aptitude.
- Experience with Microsoft Outlook, Word and Excel.
- Ability to communicate in a clear and professional manner in person, by phone and email.
- Ability to work under pressure, effectively handling multiple tasks in a fast-paced environment.
- Ability to work independently, with initiative and attention to detail.

### Position Details:

- Hours: Full Time, hours of work may vary
- Reports to: Customer Service Manager
- Compensation: Hourly, non-exempt. Compensation commensurate with experience