

ASA Customer Service Representative – Order Routing /Audit - Resolution

Department: Customer Service

Organization: This position reports to the Order Fulfillment Supervisor

Accountability: This person ensures all customers, both internal and external, are properly serviced in the customer service environment. Customer's requests are fulfilled accurately, efficiently and on time to the highest standards and to the Customer Service Code of Conduct.

Responsibilities:

- Order Routing
- Accurate and timely ship confirming of all orders
- Customer Conflict Resolution
- Warranty replacement order entry, review, and approval
- Customer quoting and pricing
- Freight/Short Shipment/Incorrect Shipment Complaints and follow ups, including billing and credit requests
- Accurate and timely processing of all phone orders, warranty orders, phone RA's and faxed RA's according to the Customer Service Code of conduct.
- Ensuring accurate processing of Hassle free RA's, including awareness of turnaround time and delinquency.
- Ensuring all incoming Customer emails are responded to in a timely manner
- Miscellaneous – any other request made by the manager that is work related.

Qualifications: Education: High School Graduate or GED and must be at least 18 years of age. College degree preferred.

Experience: Minimum of 3 years of Customer Service experience at ASA or equivalent.

Knowledge / Skills:

- Must be detail oriented
- Must be able to communicate with internal and external customers, both verbally and in written form
- Must be able to multi-task