

 THE PLAZA GROUP	Customer Service Representative Job Description	Doc no: HR1013 Version: 002 Date: 2/13/2012 Page: 1 / 3
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Department: Customer Service
FLSA Status: Exempt
Grade/Level: C
Work Schedule: Mon. - Fri., 8:00am - 5:00pm

Job Status: Full Time
Reports To: Customer Service/Logistics Manager
Amount of Travel Required: None
Positions Supervised: None

POSITION SUMMARY

Ensures delivery of excellent customer service through accurate and fast processing of sales order. Provides logistics support for domestic and international movement of petrochemicals in trucks, railcars, barges, ISO's and drums. Communicates and coordinates with other departments and partners in order to fulfill customers' needs.

First point of customer contact for general inquiries, like product availability, pricing, shipment scheduling etc. Builds and maintains business relationship with clients and suppliers by providing prompt and accurate service, so as to promote customers loyalty and suppliers' goals achievement.

Supports Acetone, Phenol, AMS product lines primarily, but also serves as a backup for all other products.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Receive orders via phone, e-mail, and fax, and enter orders into the system.
- Place purchase orders and confirm sale/buy prices.
- Coordinate shipments with carriers. Arrange equipment, loading/unloading scheduling and requirements.
- Communicate with customer on shipping schedule, pricing, product availability, product/shipping documentation, sample request and loading requirements, and order confirmation.
- Forecast, gather, input and coordinate inventory activity data to accurately reflect product movement, and ensures product availability for future orders/shipments.
- Enter data into system for invoicing.
- Compile invoice information monthly for summary billing to certain customers.
- Track and trace railcar movements to ensure availability, estimate loading dates and transit times, schedule future orders.
- Maintain and update system database regarding customers, products, suppliers, pricing.

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POSITION QUALIFICATIONS

Competency Statements

- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Detail Oriented & Able to Multi-task.
- Excellent Communication Skills - Ability to communicate effectively with others orally and in writing.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Team Builder - Ability to convince a group of people to work toward a goal.
- Autonomy - Ability to work independently with minimal supervision.

SKILLS & ABILITIES

Education: Associate's Degree (two year college or technical school). May substitute experience for education.

Experience: Minimum of three years of customer relations, sales and/or order processing experience.

Computer Skills: Ability to operate a computer with Microsoft Office, Adobe Acrobat and other proprietary/ data entry software.

Certificates & Licenses

Other Requirements

Knowledge of petrochemical transportation via truck and rail, Drug Enforcement Agency regulations, petrochemical transportation methods and requirements via land and marine as well as terminal and refinery operations and loading/shipping requirements.

PHYSICAL DEMANDS

		Lift/Carry	
Stand	F (Frequently)	10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	O (Occasionally)
Sit	C (Constantly)	21-50 lbs	N (Not Applicable)
Handling / Fingering	F (Frequently)	51-100 lbs	N (Not Applicable)
Reach Outward	F (Frequently)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	F (Frequently)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	N (Not Applicable)
Squat or Kneel	O (Occasionally)	26-40 lbs	N (Not Applicable)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

- N (Not Applicable)** Activity is not applicable to this occupation.
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

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WORK ENVIRONMENT

Office environment

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Approval: _____

Approval: _____

Employee Signature: _____ Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.