

Customer Service/ Office Assistant

Job Description:

In this position you will provide clerical support to facilitate the efficient operation of assigned departments by performing a variety of clerical and administrative tasks.

Specific Duties:

- Taking and entering orders accurately into FileMaker database via phone, fax, email, and online ordering to include completion of documentation and printing shipping labels.
- Enter new customers into Filemaker.
- Help customers obtain the products they need efficiently, cost effectively and with minimum effort.
- Maintain correspondence & communication with customers regarding orders to include Order Confirmations, Tracking and Invoicing.
- Main phone line support when onsite.
- Assist with pricing and availability.
- Assist with customer inquiries and quotes.
- Assist with Monthly Distributor Reports.
- Assist with Catalog/Publication Updates.
- Assist with Listing Service/Price List updates.
- Maintain electronic and paper filing systems as assigned.
- Maintain all copiers, printers and supplies.
- Perform other duties as needed.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Basic understanding of clerical procedures and systems such as recordkeeping and filing.
- Ability to work independently.

Education and Experience:

- High School Diploma.
- Three to five years of experience in an administrative/customer service role.
- Occasional lifting up to 30 lbs. singly and 50 lbs. with help.