



JOB DESCRIPTION

Customer Service Coordinator

Responsible for supporting customer service department with samples, orders, reports and data entry.

GENERAL

<ul style="list-style-type: none">• Full-time Position
<ul style="list-style-type: none">• Career Level: Entry
<ul style="list-style-type: none">• Reports to: Customer Service
<ul style="list-style-type: none">• Job Location: South Orange County, CA

PRINCIPAL RESPONSIBILITIES

CUSTOMER SERVICE:

- Respond to and resolve customer related issues
- Prepare, record and ship all samples
- Update and maintain CRM (SalesForce)
- Assist customers with order taking, order entry, and investigation of routine issues regarding shipping, accounting and/or product availability
- Assist customer service with overflow work, in general
- Update and maintain customer quotes and/or customer-specific contracts
- Update and maintain inventory tracking tool
- Assist with projects as needed

ESSENTIAL SKILLS

- Excellent interpersonal skills required
- Tact and diplomacy for sometimes difficult situations
- Positive, team-oriented, "can-do" attitude with a passion to deliver top notch customer service
- Must be able to coordinate with inter and intra departmental personnel
- Must be computer literate and competent in current Excel and Microsoft Word
- Experience with Salesforce.com or another CRM software preferred
- Excellent telephone, verbal and written communication skills required

EDUCATION AND EXPERIENCE

- Bachelor's Degree preferred
- 2-4 years experience in office environment