

Job Description: Customer Service Representative

REPORTS TO: Customer Service Supervisor/Office Manager

CLASSIFICATION: Hourly, non-exempt

PAY RATE: \$16.00 - \$18.00 per hour, depending on experience

POSITION TYPE/EXPECTED HOURS OF WORK:

Part Time (20 hours per week) with expected shift: Monday – Friday 12:00pm – 4:00pm Pacific Time

The Customer Service Team at Hawkeye Industries elevates the standard of service and communication with by providing consistent communication and outstanding service to Hawkeye's distribution partners and end-use customers worldwide.

SUMMARY/OBJECTIVE

As part of the team, this Customer Service Representative will be responsible for managing the communication (phone calls and emails) and responding to customer needs (information and order processing) received by the office.

In addition to the requisite experience, the ideal candidate will be highly motivated, capable of self-direction, and possess a desire for professional development. This position is part-time, with an expected 20 hours per week.

RESPONSIBILITIES:

1. Serve as point of contact during shift for all inquiries from distribution partners, end-use customers, and vendors - including inbound phone calls, emails, and social media messages.
2. Order fulfillment: Process and confirm incoming orders.
3. Advocate and track progress of in-house orders.
4. Collaborate with other team members and sales teams on ways to provide exemplary customer service and support sales growth, including lead generation, marketing communications, and event planning.
5. Update systems with order information and customer history using QuickBooks, HubSpot CRM.
6. Assist customer service team with the accounting functions of the office, which may include accounts receivables and payables.
7. As necessary, fill in for or support the other customer service team members.

REQUIRED EXPERIENCE:

- Minimum high school diploma or GED required; additional education encouraged.
- Enjoys problem solving and finding multiple solutions to accomplish order fulfillment objectives.
- Ability to communicate clearly, effectively to customers and co-workers through verbal and written interactions.

Job Description: Customer Service Representative (*continued*)**REQUIRED EXPERIENCE *continued from Page 1***

- At least two years of customer service experience demonstrating strong communication skills, attention to detail, and ability to identify the order and important of tasks and multitask daily.
- Self-starter, ability to stay on task without direct oversight.
- Familiarity with any of the following business systems is a plus: QuickBooks, HubSpot, and DropBox.
- Experience with business communications via social media platforms (Twitter, LinkedIn, HootSuite, Facebook, and Instagram).

CORE COMPETENCIES:

- Commitment: Strives to exceed expectations of company and customers.
- Team Player: Works well with others in a fast paced and diverse environment. Supports management goals through personal commitment and dedication
- Communication: Detail minded with excellent written and verbal communication skills.