



Job Description

Job Title: Customer Service / Receptionists

Summary:

Processes orders for Epimed products received by mail, telephone, FAX, e-mail or personally from customer or company employee by performing the following duties.

Essential Duties and Responsibilities: (others may be assigned)

- Performs order-entry duties in conformance with written procedures as directed in the Customer Service Section of the Epimed Quality System Manual.
- Edits orders received for price and nomenclature then confirms with customer.
- Assists with filling orders and receiving shipments in conformance with written procedures as directed in the Shipping and Receiving Section of the Epimed Quality System Manual.
- Informs Customers of unit prices, shipping date, anticipated delays, backorders, and any additional information needed. Informs Customer of any changes on the fulfillment date of backorders.
- Completes order form and computes the total product and shipping cost to the customer.
- Enters data into the computer and records/files copy of orders received according to date received.
- Communicates and works directly with Inventory Control Manager regarding orders, particularly those that would deplete stock.
- Fills and follows up on orders to ensure delivery by specified dates.
- Receives and handles customer product problem reports as outlined in Standard Operating Procedure SOP-013.
- Compiles sales statistics and prepares various reports for management.
- Assists with trade show preparation by assembling literature handouts and other supplies for trade show booth.
- Supports sales representatives by answering questions, sending supplies, and referring questions to management that are not able to be answered independently.
- Processes returns for customers in accordance with the written procedures as directed in the Epimed Quality System Manual.

- Handles any customer concerns related to shipping, order entry and billing.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals to perform the essential functions.

Education and/or Experience:

Associates Degree or one-year certificate from accredited college or technical school; or high school diploma/GED and six to twelve months related experience and/or training; or equivalent combination of education and experience.