



Position:	Customer Solutions Coordinator	Department:	Customer Solutions
Classification:	Non-exempt/Hourly	Reports To:	Customer Solutions Manager
Date Created:	August 1, 2012	Last Revised:	April 9, 2024

Job Overview:

The Customer Solutions Coordinator serves customers by providing and processing information in response to inquiries, concerns, and requests about products and services. The Customer Solutions Coordinator also takes and processes orders for customers. Additionally, the Customer Solutions Coordinator supports and provides back up to assigned field Sales Representatives to help meet sales goals and budgets.

Essential Functions:

Customer Solutions Coordinator:

1. Interact with customers via telephone, facsimile, email, and internet.
2. Respond promptly to customer inquiries, and resolve customer complaints in a timely manner.
3. Take orders from customers for delivery or pick up, and record information in computer system.
4. Assist with the sales effort by answering product, order, and service questions.
5. Process and maintain commodity orders for school accounts.
6. Process requests for pick-up on incorrect or bad product, either from customers or field Sales Representatives.
7. Assist with the special order and proprietary requests process for field Sales Representatives.
8. Communicate special order inventory to assigned field Sales Representatives.
9. Responsible for maintaining all aspects of assigned house accounts.
10. Contacting customer in regards to product recalls when assigned.
11. File manufacturer rebates for customers.
12. Perform new customer follow-up to ensure the new relationship is set up for success.

Will Call Associate Support:

1. Provide a positive shopping experience and excellent customer service to include greeting, educating and informing customers about product offerings.
2. Perform all cashier duties necessary for the proper completion of transactions.
3. Responsible for printing customer invoices.
4. Demonstrate advanced product knowledge; maintaining awareness of new products and educate employees and customers on product offerings.

5. Administer credits according to company policy.
6. Organize and prioritize customer orders in accordance with Will Call policy.
7. Monitor product integrity to ensure the highest quality items are available.
8. Work closely with the operational, purchasing and sales departments.
9. Follow all company guidelines and procedures, to include but not limited to, safety, food safety/HACCP and sanitation.
10. Supports the Will Call Associate during lunch period and whenever needed.

Additional Responsibilities:

1. Provides regularly scheduled backup and support to the Receptionist and reception function, including covering daily lunches and breaks, scheduled vacations, and unplanned absences.
2. Send weekly pricing to customers via email or facsimile.
3. Participate in weekly telemarketing sales spiffs.
4. Direct requests and unresolved issues to the appropriate department.
5. Back-up assigned field Sales Representatives who are off from work.

Knowledge, Skills, and Abilities:

1. Good knowledge of principles, practices, and processes for providing customer and personal services.
2. Good knowledge of administrative and clerical procedures and systems, such as managing files and records.
3. Strong attention to detail and accuracy of work.
4. Ability to multi-task in order to meet the varied demands of the position.
5. Ability to actively listen to others by giving full attention to what is being said and taking the time to understand.
6. Ability to communicate effectively, both verbally and in writing.
7. Ability to accurately evaluate customer satisfaction to ensure their needs are being met.
8. Ability to manage difficult or emotional customer situations and respond promptly to customer needs.
9. Ability to perform basic mathematical calculations.
10. Ability to work individually or as part of a team.
11. Ability to acquire knowledge of the company's products and share that knowledge to aid in increased sales.
12. Ability to organize work in a manner that allows all work to be completed accurately, within timeframes, and to the satisfaction of customers and other parties with an interest.
13. Proficient in the use of Microsoft Office products, including Excel, Word, Outlook, and in the use of Internet Explorer.
14. Ability to learn and effectively use company-specific computer systems required to record customer orders and maintain a variety of other company records.
15. Ability to use a keyboard to efficiently and accurately enter company data/information into various computer systems and/or to type correspondence.
16. Punctual and dependable.
17. Courteous and tactful.

Education/Experience (Minimum Qualifications):

1. Possession of a high school diploma or Graduation Equivalency Degree (GED) AND at least one year of inside sales or customer service experience.

Licenses/Certifications/Special Requirements:

1. Must take and pass a pre-employment drug test.
2. Subject to random and reasonable suspicion drug testing.
3. Subject to a pre-employment background check.

Physical Requirements:

Requirement	8 Hour Schedule	10 Hour Schedule	As % of Time
Limited	0 – 1 hour	0 – 1 hour	Less than 1%
Occasionally	1 – 2 hours	1 – 2.5 hours	Equals 1% to 25%
Frequently	3 – 4 hours	2.6 – 5 hours	Equals 26% to 50%
Repeatedly	5 – 6 hours	5.1 – 7.5 hours	Equals 51% to 75%
Continuously	7+ hours	7.6 + hours	Equals 76% to 100%

Activity	Duration
<i>Sustained Postures</i>	
Sit:	<i>Frequently</i>
Stand:	<i>Occasionally</i>
Walk:	<i>Limited</i>
<i>Intermittent Activity</i>	
Bend:	<i>Limited</i>
Kneel/Squat:	<i>Limited</i>
Climb Stairs:	<i>Limited</i>
Crawling:	<i>Limited</i>
Overhead Reach:	<i>Limited</i>
Typing/Keyboard	<i>Continuously</i>
Vehicle Operation:	<i>Limited</i>
PPE/Special Clothing:	<i>Limited</i>

Activity	Duration
<i>Repetitive Use of Hands/Wrists</i>	
Grasp:	<i>Occasionally</i>
Push/Pull:	<i>Occasionally</i>
Fine Manipulation:	<i>Continuously</i>
<i>Material Handling</i>	
	<i>lbs.</i>
Lift:	<i>0 – 80 lbs</i>
Carry:	<i>0 – 80 lbs</i>
Push:	<i>0 – 80 lbs</i>
Pull:	<i>0 – 80 lbs</i>
<i>Miscellaneous</i>	
Exposure to Heights:	<i>Limited</i>
Exposure to Packaged Chemicals:	<i>Limited</i>
Exposure to Temperature Contrasts:	<i>Limited</i>