



QUALITY

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MINNESOTA

Job Title	Customer Care Communication Coordinator	Department	Customer Service & Sales
Reports To	Director of Customer Service	Classification	Full-time, Non-Exempt

Job Summary

The Customer Care Communication Coordinator is directly responsible for all customer relations including but not limited to processing customer orders, invoicing, and logistics support. The Customer Care Communication Coordinator will accurately process customer orders and invoices to ensure delivery of product as requested as well as care for all internal and external customer needs. This includes administrative and clerical functions of the department.

Duties | Responsibilities

- Interacts with customers via telephone, email, or in person to provide support and information on products.
- Collects and enters orders for new or additional products.
- Fields customer questions and complaints; when the issue is beyond the representative's knowledge, forwards to the Director of Customer Service or other appropriate staff.
- Ensures that appropriate actions are taken to resolve customer problems or concerns.
- Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Answers, screens, and transfers calls.
- Welcomes and directs visitors and vendors.
- Retrieves information as requested from records, email, and other related documents. Maintains filing.
- Other Misc. duties as needed.

Preferred Skills | Abilities

- Previous experience with ERP systems and Microsoft Office (i.e. Word, Excel, Outlook)
- Excellent communication skills including active listening.
- Service-orientated and able to resolve customer grievances.
- Proficient computer & technology skills with the ability to learn new software.
- Must be able to speak, read, write, and comprehend instructions and documentation in English. Bilingual in Spanish a plus.

Education & Experience

- High school diploma or equivalent required.
- 1+ years of previous customer service experience required.
- 4 year degree in Communications or related field desired.

Physical Requirements

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds occasionally.

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of an employee in this position. Duties, responsibilities, and activities may change at any time with or without notice.

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Revision Date: April 16, 2024