

TOMY International, Inc.

POSITION DESCRIPTION

JOB TITLE: Customer Service Representative

EFFECTIVE DATE: February 2017

OVERALL SUMMARY: Serves as the primary internal liaison between customers and the company. Ensures the company is viewed as a quality leader by providing exceptional customer service through daily communications, coordination of orders and evaluation of customer expectations.

EDUCATION: Associates degree in Business Administration required or equivalent

EXPERIENCE: Minimum of 1 - 2 years of previous experience in customer service required or equivalent

PRIMARY RESPONSIBILITIES:

- Responds to customer's written and verbal inquiries regarding product pricing, availability, shipping status, etc.
- Edits / verifies orders for correct costs, terms, policies, discounts, shipping requirements and order quantity.
- Follows up on orders to ensure they are shipped in a timely manner.
- Prepares a variety of product related reports and provides to internal departments and select accounts; reviews and recommends changes on standardized reports to streamline administrative responsibilities.
- May be required to assist with product demonstrations at trade fair show.
- Builds and ensures continued customer satisfaction through proactive utilization of service skills including evaluation and fulfillment of customer needs as well as development of customer rapport.
- Continually assists in analysis of current service processes and procedures in order to ensure continued improvement of overall service levels.

Must have a strong customer focus, have strong communication skills, self starter, works well independently, detail oriented, works well with people, knowledgeable about computers, possess interpersonal skills, and ability to exercise good judgment.

We offer a highly competitive salary and excellent benefit package. If interested and qualified, please send a resume and cover letter with salary requirements to hr@tomy.com or fax to 563-875-5658.

DISCLAIMER: The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as comprehensive inventory of all duties, responsibilities and qualifications of employees assigned to this classification.