

**WATERLOO CONTAINER CO.**  
**2311 Rt. 414, POB 262**  
**Waterloo, NY 13165**

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**TITLE:** Customer Service Representative

**DEPARTMENT:** Sales & Marketing

**REPORTS TO:** Customer Service Manager

**FLSA STATUS:** Non-Exempt

**EMPLOYMENT STATUS:** Full-time

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**Position Summary:**

This position is responsible for interfacing with customers and the company's sales representatives both in person, phone, and e-mail interactions prior to and/or after sale. The Customer Service Representative develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests are handled appropriately and in a timely manner. The Customer Service Representative serves as a liaison between the company's sales team and the customers' needs, such as preparing quotes, answering questions and addressing inside sales issues.

**Essential Functions:**

- Portrays a positive company image and engages in professional and friendly communications with customers and the company's sales team in person, on phone or via e-mail
- Processes inside sales orders by mail, telephone, fax, email, or other employees
- Ongoing familiarity with current product lines and customer base

**Knowledge, Skills and Abilities:**

- answer telephone in a professional and courteous manner; direct calls as appropriate
- receive and assist walk-in customers
- learn and comprehend the many products associated with the wine, beer distillery, and beverage industries
- handle inquiries and process inside sales entry orders and add-ons per customer requirements via phone, email, or in person and develop customer relationship during order
- send samples as requested
- obtain freight rates/quotes for LTL and truckload shipments
- verify inventory/confirm pricing
- track shipments and keep customer up to date in a timely manner
- receives and checks customer complaints and issues and offer resolution; consult with production, shipping, warehouse, or carrier personnel to expedite or trace missing or delayed shipments
- process Canadian customs papers for border crossing as needed
- provide support and assist other customer service personnel to resolve questions and/or problems
- collaborate with Sales/Management
- communicate and document details (CRM system)
- analysis of customer inquiries and research websites, catalogs, publications, in-house inventories to satisfy customer requirements for product
- recognizes new business opportunities

- maintain and restock front display room as needed
- assist in Small Package Division as needed
- offer the finest customer service to present, future, and past customers for continued business and organizational growth
- maintain professionalism, tact, and diplomacy to portray the company in a positive manner
- communicate with other departments and interact with company personnel
- other work-related duties as assigned

**Minimum Qualifications:**

- Minimum of high school education or GED
- Previous customer service skills and/or experience preferred
- Ability to read and comprehend instructions, correspondence, and memos
- Ability to multi-task
- Ability to be a team player
- Excellent oral/written communication skills
- Ability to professionally present materials to existing and prospective customers, and to effectively communicate and coordinate with production planning and purchasing
- Proficient in math skills and ability to calculate figures and amounts, including but not limited to percentages, fractions, and grossage
- Working knowledge of Microsoft Office (i.e., Word, Excel, Outlook)

**Physical Demands and Work Environment:**

The description of the physical demands and the work environment characteristics here represent those that must be met by an employee to successfully perform and those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk, sit, reach with hands and arms, climb or balance, and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

The noise level in the work environment is usually moderate.

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**Note:**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.