



## JOB DESCRIPTION

**Job Title:** Customer Service Supervisor

**Facility:** Brooklyn Park

**Department:** Distribution

**Reports to:** Distribution Manager

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### SUMMARY

Administer all aspects of Distribution Customer Service activities, meetings and reporting.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following. Other duties may be assigned as needed.

- Facilitate Customer Service activities.
  - Coordinate Key Account Activities.
  - Staff Development.
    - Mentorship to subordinates to improve the following.
      - Telephone and overall business etiquette.
      - Customer Relationship Management.
      - Problem resolution.
      - Other training to be determined.
  - Answering telephones and responding to emails.
  - Order entry.
  - Printing of pick tickets and packing slips.
  - Monitor open orders to ensure orders are shipped in a timely manner.
  - Closing orders.
  - Insuring Backorders are shipped in a timely manner.
  - Receiving Data Entry.
  - Obtaining freight quotes.
  - Posting freight charges and other chargeable materials.
- Develop strategy for department workflow improvement.
  - Assigning accounts.
  - Delegating tasks.
  - Establish backup procedures.
- Provide performance review recommendations.
- Provide disciplinary action recommendations.
- Provide recommendations regarding staff and equipment additions.
- Approve department Time Off Request Slips.
- Interface with Distribution Supervisors to coordinate kitting projects for Key Accounts.
- Interface with print CSR's and SR's on special projects and requests.
- Facilitate Inventory Item Setup.
- Interface with Inventory Control Lead to coordinate new item profiling and other inventory problem resolution activities.
- Coordinate requests for address data-bases for purposes of batch printing UPS or FedEx labels.
- Prepare and/or oversee the preparation of various monthly reports.
- Maintain filing system for all Distribution Department documents.
- Maintain professional relationship with all internal and external customers.
- Keeps work area neat and clean at all times.
- Obeys company rules and observes all safety regulations.
- Understand your role in the companies Quality Management System regarding ISO.

## **QUALIFICATIONS**

- High school diploma or equivalent.
- Working knowledge of Microsoft Office software.
- Excellent keyboarding and 10-key skills.
- Excellent math and reading skills.
- Knowledgeable in Inventory Control principles.
- Ability to interact with customers in a professional manner.

## **PHYSICAL REQUIREMENTS**

- Constant strong communication, sitting, and working on a computer.
- Frequent lifting 20lbs and walking.
- Occasional pulling, pushing, bending, reaching, standing, kneeling, climbing stairs and ladders.

*Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)*

*Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)*

*Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)*