



## JOB DESCRIPTION

**Job Title:** Distribution CSR  
**Facility:** Brooklyn Park  
**Department:** Distribution  
**Reports to:** Distribution Manager

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### SUMMARY

Administer all aspects of Distribution Customer Service and assist with Inventory Control.

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

- Process all Customer Service activities; answering telephones, order entry, printing of pick tickets and packing slips, monitor open orders to ensure orders are shipped in a timely manner, closing orders, obtaining freight quotes, posting freight charges and other chargeable materials.
- Process Inventory Control activities; item setup, receiving data entry, etc.
- Assists with order picking and packing, shipping FedEx or UPS, or other hand-working projects as necessary as directed by Distribution Manager or Distribution Supervisor.
- As required, manage data-base preparation for purposes of batch printing FedEx or UPS labels.
- Provide back-up support to other CSR's.
- Provides timely support to Distribution Manager, Distribution Supervisor and Distribution CSR Supervisor as requested.
- Prepare 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 skills in keyboarding, 10-key, math, reading and organization.
- Knowledgeable in Inventory Control principles.
- Previous Customer Service experience with 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)*