



Customer Service Representative Job Description

BRE Staffing, LLC is currently recruiting for Two Customer Service Representative for our client located in San Ramon, CA. This will be a temporary assignment with the possibility of a permanent placement.

Principal Responsibilities:

- Process customer orders against published marketing programs, supply agreements, manufacturing agreements and regional policy/price exceptions that could provide free goods, price concessions and/or payment terms.
- Process customer (external and internal customers), requests by telephone or email, analyzes requests, provides information requested or ascertains who best can provide the information, and routes the request to the proper person.
- Respond politely and courteously to the customer orders/inquiries via telephone or email, making sure that any problems are resolved.
- Oversee Distributor consignment locations to insure each Distributor reports on a monthly basis all sales of company owned inventory.
- Conduct annual reconciliation of all Distributor locations used under consignment program.
- Select transportation carriers based on service level by geographic area, pricing and customer request.
- Additional responsibilities may be added as the needs of the business change.

Qualifications:

- Typically, a High School diploma, or equivalent, with 4 – 5 years of related experience.
- DOT Certified in the handling of Hazardous Materials as required by Dept. of Transportation.
- Knowledge of SAP Hanna which includes Sales Order Processing and ability to create reports.
- Knowledge of JDE Inventory Management System which includes Sales Order Processing and ability to write specific World Writer Reports.
- Working knowledge of State Registration of Ag Chemical products to assure products are distributed based on registration.
- Working knowledge of USMCA to support export of products to Canada and Mexico.

Physical Demands and Work Environment (OFFICE Position):

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Demands include constant sitting, walking, standing, simple grasping and fine manipulation with hands; frequent bending at the neck and waist; and occasional squatting,



climbing, kneeling, crawling, twisting at the neck and waist, power grasping, pushing and pulling with hands, reaching above shoulder level, lifting and carrying up to 25 lbs.

- Work Environment includes exposure to or working in or around equipment and machinery including a computer keyboard and mouse.
- Frequency Definitions: Constant = Over 40% / Frequent = Up to 40% / Occasional = Up to 10%.