

## Position Description

<b>Job Title</b>	Customer Service Representative	<b>Division</b>	Office
<b>FLSA Status</b>	Non-Exempt	<b>Revised Date</b>	07/30/2025
<b>Supervisor</b>	Director of Customer Relations	<b>Direct Reports</b>	None

### Job Summary

The customer service representative plays a critical role in both strengthening and sustaining customer relationships and enhancing the overall customer experience. Under the supervision of the Director of Customer Relations, the customer service representative is the primary point of contact for our dealers, providing product information, answering inquiries, and ensuring a smooth order and service experience. The customer service representative will collaborate closely with sales representatives to support dealer relationships, quote pricing accurately, and deliver exceptional customer service.

### Essential Functions

1. Provide timely and professional responses to dealer inquiries about our furniture products, including specifications, availability, and lead times.
2. Prepare and provide accurate price quotes in accordance with the company guidelines.
3. Partner with assigned sales representatives to address dealer needs, resolve issues, and ensure a positive buying experience.
4. Assist dealers in navigating order status updates, product customization options, and after sale support.
5. Maintain a thorough understanding of our product lines, finishes, fabrics, and customization options.
6. Record all dealer interactions and ensure accurate and up-to-date information is maintained in the CRM system.
7. Collaborate with production, shipping, and other internal departments to ensure orders are processed and fulfilled on time.
8. Follow up with dealers to ensure satisfaction and address any post-delivery questions or concerns.
9. Other duties as assigned

### Minimum Education

- High School Diploma required
- Previous furniture experience required

### Required Skills

- Knowledge of computer operation.
- Computer literate and Microsoft Word and Excel proficient.
- Ability to work closely with others in business office matters.
- Ability to communicate well with co-workers, management, and the public.

### Working Conditions

- The noise level is typically moderate, consistent with a standard office setting.

### Hazard Assessment

None

### Personal Protective Equipment

N/A

## Position Description (Continued)

Physical Demands			
Physical Requirement	Rarely	Occasionally	Frequently
Physical Dexterity and Effort			X
Bending/Stooping	X		
Climbing	X		
Keyboard Data Entry			X
Kneeling	X		
Reaching	X		
Repetitive Foot/Leg Movements	X		
Repetitive Hand/Arm Movements	X		
Running	X		
Sitting			X
Squatting	X		
Standing		X	
Walking		X	
Pushing / Pulling: 0-25 lbs	X		
Pushing / Pulling: 26-75 lbs.	X		
Pushing/Pulling: over 75 lbs.	X		
Lifting/Carrying: 0-25 lbs.	X		
Lifting/Carrying: 26-75 lbs.	X		
Lifting/Carrying: over 75 lbs.	X		
Vision: Depth Perception	X		
Vision: Distinguish Color		X	
Vision: Seeing Far		X	
Vision: Seeing Near		X	
Chemical	X		
Dust	X		
Hazardous Chemicals	X		
Gases/Vapors/Fumes	X		