

Position Description Customer Service

Location: Weaver Associates – 1032 New Holland Avenue, Bldg 16, Lancaster PA 17601

Reports to: Danielle Maze

Company Objective:

Committed to our employees to assist with personal and professional growth and leadership, and to provide our customers with a great experience everyday.

Purpose of Position:

- Aid in all areas of customer service and internal processes in order to make the company more efficient and successful
- Back-up accounting, purchasing and service scheduling responsibilities

Responsibilities – Daily, Weekly & Monthly

- Answer incoming calls – It is the goal to have you be the first pick up.
 - Assist customers when you can or transfer to proper person
- Enter customer payments and print deposit slip for the bank
 - This should be priority in your day – the earlier you get the deposit ready, the more time the driver has to take it to the bank to ensure it gets deposited same day.
- Track and check-in delivered orders from the previous day.
 - Submit to your supervisor for review
 - Send invoices out to customers – this should be second priority of your day.
- Always keep your email open and respond to email inquiries as soon as possible.
- Enter print orders in Quickbooks for invoicing
- Once a week you will be responsible to pay vendor bills – the list will be provided to you of bills that are to be paid.
- Once a week you will be responsible to make receivable calls and follow-ups. This may take up to two days depending on how many customers need to be contacted.
 - Weekly - you will review the customers that have severe past due accounts or customers that you have reached out to several times with no response with your supervisor.

- Once a month you will be responsible for billing all our cost per page printers:
 - Lexmark, Xerox, PrintFleet
- Once a month you will be responsible for sending out customer statements to those who request it along with copies of the invoices for payment.
 - Set a monthly reminder on your calendar for the first or second of the following month
- Scan and electronically file customer invoices and signed delivery slips daily
 - This is a low priority and can be done when you have time after other duties are fulfilled
- **Personal Characteristics:**
 - Organization – You are touching a lot of different items throughout the day so it is imperative you keep you desk organized as to not misplace any important orders/checks/invoices/etc.
 - Communication – Since you will be the first voice many customers hear, it is important to have great communication.
 - Multitasking – You are working in several different areas of the company so multitasking is a key still to possess. Going back and forth between tasks takes skill.