



REVISION®

REVISION EYEWEAR JOB DESCRIPTION

Job Title: **CUSTOMER SERVICE SPECIALIST**
Department: Operations
Reports To: Director, Customer Service
FLSA Status: Salaried, Exempt
Location: Essex Junction, VT
Hours/Days of Week: 8:30AM – 5:30PM (Monday through Friday)
Date: July 22, 2010

PRIMARY EMPLOYMENT OBJECTIVES

Coordinate internet, consumer, wholesale and LE agency orders from receipt through delivery. Handle incoming telephone calls and emails in a prompt and professional manner. Work through Director, Customer Service with sales, product and operations to ensure customer's needs are met. Work closely with Retail Sales Manager on all dealer orders and E-Commerce Director for all web orders.

SPECIFIC ESSENTIAL DUTIES & RESPONSIBILITIES

- Coordinate order fulfillment process to include system processing of standard and custom orders.
- Schedule shipping fulfillment with Production.
- Prepare invoices for customers.
- Recognize and adhere to domestic and international export regulations and prepare export documentation.
- Participate in establishing processes and best practices.
- Primary interface for all customer telephone calls and emails.
- Converses or corresponds with customers and other company personnel to obtain facts regarding the nature of the customer inquiry
- Maintain a telephone log and track response time to customer inquiries.
- Follows up on recommended adjustments to ensure customer satisfaction.
- Assist in sharing insights gained through interactions with consumers with others in the company through reports and presentations.
- Other work duties as assigned.

KNOWLEDGE, SKILL & EXPERIENCE REQUIREMENTS

- Bachelor's degree in Business or related field or equivalent combination of education and experience.
- 3+ years experience in sales processing (international sales a strong plus).
- Working knowledge of international shipping regulations preferred.
- Independent, self-motivated, and ability to work efficiently under tight deadlines.
- Proficient computer skills in Microsoft Office: Word, Excel, Outlook, PowerPoint and Internet required.
- Keen ability to analyze problems, gathers pertinent data, and recognize/recommend solutions.
- Excellent interpersonal and customer service skills.
- Ability to multi-task and work with a high sense of urgency in a fast-paced work environment.
- Excellent organizational skills and attention to detail.
- Cooperative attitude with team-oriented disposition with excellent customer service skills.
- Must be extremely flexible to changing environments of a thriving business and ability to work additional hours, as needed.
- Maintain professionalism and good working relationships with others.
- Military experience is a plus.
- Some travel between Montreal, QC and Essex Junction, VT offices required.

WORK ENVIRONMENT:

- Office environment, some repetitive motion required.