

# **Customer Service Representative**

**Reports to:** Customer Service Supervisor  
**Job ID:** 440301

**Entity:**  
Keystone Coating LLC

**Job Classification:**  
Administrative Support Workers

## **Summary and Objective:**

This position is responsible for providing an exceptional customer experience to customers of Keystone Coating LLC within the values and mission of Paul B. Zimmerman Inc.

## **Essential Functions:**

- Complete Customer Care:
  - Provide clear and professional communication to both the customer and Keystone team
  - Facilitate customer interactions and visits
  - Achieve and maintain a consistent customer experience
  - Collect and enter data, provide updates to customer for product that is already in house
  - Arrange meetings with customers as required
  - Complete transactions; verify order data, pricing, confirm invoices
  - Maintain accurate customer archives
  - Provide timely and accurate quotes for incoming RFQ's
  - Responsive order follow-up
  - Work closely with production while having a "team first" mentality

## **Characteristics and Competencies:**

- Accurate data entry
- Excellent verbal and written communication
- Attention to detail
- Self-motivated
- Able to prioritize effectively

## **Required Education and Experience:**

- Computer navigation
- Typing (Moderate)
- Above average math

## **Preferred Education and Experience:**

- Ability to read manufacturing prints and understand the manufacturing processes

## **Work Environment:**

This job operates in a office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines; hand tools, and forklifts, etc.

## **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully

perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to: stand for extended periods of time; moderate lifting (up to 50 lbs.); repetitive motions; sitting for extended periods of time, speaking, listening, and seeing; walking; use eyes, hands, finger, or feet; and reaching with hands and arms, ascend and descend stairs as needed, and so forth.

**Travel:**

No travel is expected for this position.

**Other Duties:**

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential functions and duties may change at any time.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee's Signature: \_\_\_\_\_ Date\_\_\_\_\_