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# Example of Customer Service & Sales Representative Job Description

Our company is growing rapidly and is hiring for a customer service & sales representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service & sales representative

* Constantly reviews processes for inefficiencies and makes recommendations or takes action for process improvement
* Some Warehouse duties
* Some Warehouse/Driver responsibilities
* Consistently exceeds weekly/monthly sales goals (conversion rate, revenue)
* Helps to identify, research, and resolve customer complaints
* Provide responsive customer service
* Partner with colleagues to provide support for current accounts
* Provide information to customers and drivers on location and ETA
* Some VMI Support responsibilities
* Communicates product features and benefits and contract provision details

## Qualifications for customer service & sales representative

* Experience in export logistics with comprehensive knowledge of international documentation and trade requirements is preferred
* Computer keyboard, mouse and multi-screen use
* May be responsible for credit/inbound, activations, customer service, sales, fraud protection, and other duties as required
* Previous customer contact experience a plus
* Working knowledge of Microsoft Office suite, especially strong Excel skills
* Government purchasing experience preferred