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# Example of Customer Service & Sales Representative Job Description

Our innovative and growing company is looking to fill the role of customer service & sales representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer service & sales representative

* Receive inbound calls and place outbound calls to customers in order to provide information about products and services, to take orders, or to obtain details of complaints
* Resolve customers' service or billing complaints
* Contact customers in order to respond to inquiries or to notify them of claim results and any planned adjustments
* Obtain and examine all relevant information in order to assess validity of complaints and to determine possible causes
* Coordinate same-day deliveries and pickups for customers
* Contact all customers affected by product recalls and withdrawals
* Recommend improvements in products, shipping, service, or billing methods and procedures in order to prevent future problems
* Be responsible for taking customer orders via telephone - all calls are to existing customers
* Provide quality customer service by responding to questions and concerns
* Provide support to outside sales reps

## Qualifications for customer service & sales representative

* Ability to occasionally pick product for shipping to customer and to replenish shelves with incoming items
* Internal Sales Service experience will be preferred
* Playing or coaching experience in or a very in depth knowledge of the sport of lacrosse or hockey is necessary
* Vendor management/tool crib experience
* Basic knowledge of Cribmaster
* Collaborative and fun working environment - team social events, team competitions