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# Example of Customer Service & Sales Representative Job Description

Our company is looking to fill the role of customer service & sales representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer service & sales representative

* Promptly answer phones and route calls appropriately
* Create and maintain customer bid/price sheets if applicable
* Input customer pick-up and returns in the system
* Communicate with the operations staff regarding customer specifications, product availability and routing
* Manage ‘any sales promo programs
* Assist others within department based on business needs
* Assume responsibility for additional tasks as requested
* This position is responsible for supporting assigned United States field personnel and/or International Distributors
* Work closely with field personnel, Shipping and Receiving, Marketing, Clinical and Accounting Departments to ensure customer satisfaction
* Receive and service customer/field personnel calls regarding all aspects of the sales order process, return goods authorization process, consignment inventory monitoring and invoice entry to ensure customer satisfaction and efficiency of order processing

## Qualifications for customer service & sales representative

* Courteous client contact skills
* Ability to work in start-up environment
* General PC and Microsoft Office knowledge
* Three to four years of customer service experience - preferably in a related field
* Excellent computer skills and ability to multitask
* Experienced CSR