



Example of Customer Service & Sales Representative Job Description

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Our company 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

- Enters and coordinates all orders and shipments for Mercury serialized product and parts and accessories, Land 'N' Sea product
- Enters daily orders for Mercury serialized product and parts and accessories, Land 'N' Sea product, reconciles orders/allocation for distributors as loose cargo, LTL orders, and drop shipments, among others
- When applicable, coordinates the container load planning to ensure efficient use of container volume capacity for cost effective container loads
- Ensures shipments are made in a timely manner and properly invoiced
- Resolves any shipment issues related to tracing, shipment errors, freight costs
- Maintains appropriate levels of prioritization between P&A and serialized product
- Consolidation of P&A with shipments of serialized product as deemed appropriate by Sales Managers and Customer Service Manager
- Prepares pro-forma invoices for customers requiring such, for serialized and P&A orders
- Ensures that all proper export documentation is prepared to facilitate the export of all goods and submits same to appropriate transportation providers
- Communicates via email, voice or fax on a regular basis with assigned distributors to answer all questions related to product availability, orders in house and shipment estimated time of delivery

Qualifications for customer service & sales representative

- Manages drop shipments orders from supplier/manufacturers to customer's freight forwarders for Mercury and Land 'N' Sea product
- Knowledge of export trade requirements to ensure consistent compliance with regulations
- Creates debit and credit adjustments where necessary
- Communicates regularly with manager to request systematic solutions and enhancements that streamline the order entry and distribution process for the international distributor
- Communicates shipping forecast data to manager on a weekly basis with emphasis on meeting month end, quarter end, and year-end shipping goals