

Job Description

Business: Florida Builder Appliances
Job Title: CSS – Customer Support Specialist
Department: Corporate
Reports To: Branch Manager
FLSA Status: Non Exempt
Date: 12/2005

SUMMARY

Operates multi-line telephone system to answer incoming calls, greets clients and directs callers and clients to appropriate personnel. Assists with clerical needs by performing the following duties. Other duties may be assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Retrieves messages from voice mail and forwards to appropriate personnel.
- Answers incoming telephone calls, determines purpose of callers, and directs calls to appropriate personnel or department.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Answers questions about organization and provides callers with address, directions, and other information.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Monitors visitor access and issues passes when required.
- Updates calendars.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- Orders, receives, and maintains office supplies.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents as needed.
- Performs other clerical duties as needed, such as filing, photocopying, and collating.
- Prepares outgoing mail and other mailed / shipped articles. Contacts carriers such as DHL, FedEx, etc. for package pick up.
- Bakes cookies, etc. daily.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience with multi-phone line equipment, fax machines, copy machines, postal machines. PC experience with Word. Excel experience helpful but not required. Outstanding customer service skills.

EDUCATION and/or EXPERIENCE

One year certificate from college or business school; or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to talk and hear. The employee is required to sit for extended periods. The employee is required to walk, use hands to handle, lift, feel, etc. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.