

Customer Service Representative (CSR)

Job description

Send resumes to: HR@abrisa.com Location: Santa Paula, Ca.

ABRISA TECHNOLOGIES (www.abrisatechnologies.com) designs, manufactures, and distributes precision optical coating solutions and custom fabricated glass optical products via two divisions: Abrisa Industrial Glass, located in Santa Paula, CA and ZC&R Coatings for Optics located in Torrance, CA. Both companies are in the Los Angeles metropolitan area with 125,000 sq. ft. of manufacturing floor space and approximately 150 employees.

We are currently seeking a Customer Service Representative- Full time position to join the team in Santa Paula, CA. We offer a competitive Hourly wage. **Salary Range: \$17.00 to \$19.00 per hour.**

Reports To: Applications Engineering Sales Manager

Purpose: Responsible for representing Abrisa as the point of contact for customer orders.

Duties, Functions and Responsibilities: Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

- Present a professional image to customers at all times
- Enter and update customer orders in Macola.
- Provide order status information, accurate lead time and inventory information to customers.
- Communicate order change requests from customers to manufacturing and report back to customers.
- Manage blanket orders and/or safety stock for customers
- Present price, credit, and terms in accordance with standard procedures
- Increase sales and average order size by means of cross-selling, up-selling, and add-on sales
- Enter Request for Quote (RFQ) and advise Manufacturing Engineer of RFQ
- Enter RMA request and advise Quality Manager of RMA request
- Develop amiable, trusting relationships with customers and prospects
- Identify trends in customer satisfaction or dissatisfaction; proactively recommend actions to increase customer satisfaction to department head.
- Manage time effectively, meet personal goals and work effectively with other members of the organization
- Follow company policies and procedures

Responsibilities-Supervision and/or Leadership Exercised: None

Knowledge, Skills, and Abilities:

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- Must be experienced in resolving customer issues (complaints, quality issues, pricing questions, etc.)
- Honesty, integrity, discipline, attention to detail, and perseverance is absolutely required.
- Must be able to adapt to changes in workloads and demands.
- Must have outspoken nature to suggest improvements and act as team builder for Customer Service and across other departments.
- Must have ability to read and interpret documents such as customer requests for quote, simple engineering drawings, safety rules, operating and maintenance instructions, and procedure manuals.
- Must have ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Must be able to convert English to metric units and vice versa.

- Must be able to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must be able to estimate yields from raw material sheets.
- Must be proficient and comfortable with computers. Familiar with MS Office (Word, Excel, PowerPoint, Outlook). Macola ERP and Salesforce knowledge preferred.

Minimum Qualifications (including Education):

Requires a high school diploma or equivalent and 3-5 years of experience in the field or in a related area

Licenses and Certifications Required: None.

Work Authorization: Due to International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR) requirements of this position, all candidates must be presently classified as a "US Person" which includes: a United States citizen; a permanent legal resident (green card holder); or a protected individual (refugee/asylum status)

AAP/EEO Statement: Abrisa Technologies is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

The following physical requirements and conditions 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.

Physical Requirements:

- **Sedentary work:** Exerting up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.

Physical Demands:

- **Fingering:** Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction and having the ability to receive detailed information through oral communication, and making fine discriminations in sound.
- **Repetitive motions:** Making substantial movements (motions) of the wrists, hands, and/or fingers.
- **Talking:** Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.

Visual Acuity:

- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.

Work Environment and other Conditions:

- The worker is not substantially exposed to adverse environmental conditions.
- PPE requirements: Steel-toed shoes and safety glasses required when on production floor as a minimum. Other PPE may be required depending on area and specific function needs.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

