

Date of Last Review: May 5, 2022	Supervising Manager Initials:	Human Resources: JEF
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# **BIONETIX CORPORATION**

## **JOB DESCRIPTION**

**POSITION TITLE** Customer Service Representative

**REPORTS TO** Office Manager

### **POSITION SUMMARY**

The purpose of this position is to interact with customers by providing price quotes, processing orders and answering product-related questions, resulting in high customer satisfaction and effective, collaborative relationships with other company departments, including shipping, production, the lab, quality, sales and accounts receivable.

### **POSITION ACCOUNTABILITIES**

**The following are essential job functions.**

#### **Inside Sales / Customer Service**

- Confer with customers to provide information about products, take and enter orders, and obtain details of complaints.
  - Provide pricing quotations for product offerings using established price list.
  - Assist with more complex quotations.
  - Register quotes in quotation log and in Salesforce.
  - Send out marketing materials, such as Product Data Sheets.
  - Enter orders into ERP system.
  - Provide order status and shipping information to customers.
  - Communicate with customers on status of complaint resolution.
- Qualify and follow up with leads.
- Provide sales leads to sales representatives and/or distributors.
- Send credit applications to customers.
- Execute the sample process.
  - Complete sample request forms and update sample log.
  - Work with Production or Lab to obtain samples.
  - Package samples for shipment.
  - Follow up on samples with customer.
- Assist Office Manager in keeping the price list current.
- Administer Customer Satisfaction surveys.
- Assist with trade show prep.
- Lead trade show follow-up efforts.

#### **Secondary job accountabilities**

- Greet visitors, answer incoming calls.
- Provide administrative support to shipping function.
- Assist Lab Manager with maintaining PDIFs.
- Assist Production Manager and Office Manager in updating cost information.
- Other related duties as assigned.

## **JOB SPECIFICATIONS**

**Minimum Education:** Minimum two-year college degree required, with four-year degree desired. Proficiency in French, with excellent English language skills, is required.

**Minimum Experience:** 1-2 years' experience in customer relations or service, in a technical or scientific work environment required; proficient with Microsoft Office Suite

### **Knowledge**

**Administrative** — Knowledge of administrative procedures and systems such as word processing, managing files and records, and other office procedures and terminology.

**Customer Service** — Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards, and evaluation of customer satisfaction.

### **Skills**

**Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Communicating** — Anticipating the information needs of co-workers and other departments, and proactively meeting those needs; writing and speaking clearly and succinctly.

**Monitoring** — Monitoring/Assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.

**Persuasion** — Persuading others to change their minds or behavior.

**Service Orientation** — Actively looking for ways to help people.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Speaking** — Talking to others to convey information effectively.

**Time Management** — Managing one's own time and the time of others.



## Competencies

**Adaptability/Flexibility** — Job requires being open to change (positive or negative) and to considerable variety in the workplace.

**Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.

**Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

**Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

**Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.

**Integrity** — Job requires being honest and ethical.

**Proactive** — Job requires taking initiative in anticipating problems and taking steps to minimize them, and recognizing additional opportunities and acting on them.

**Self-Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

**Social Orientation** — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.

**Strategic Thinking** — Job requires being able to see the big picture and take a creative approach to solving problems and continuous improvement.

**Supervises**

None

**Exempt/Non-Exempt**

Non-Exempt

## BIONETIX INTERNATIONAL

### Physical Demands

**NOTE:** In terms of an 8 hour workday, "Occasionally" equals 1% to 33%; "Frequently", 34% to 66%; "Continuously", 67% to 100%.

1. In an 8 hour workday, employee must: ("X" full capacity for each activity)

- |    |       |  |                                       |                            |                            |                            |                            |                            |                                       |                            |
|----|-------|--|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---------------------------------------|----------------------------|
| a. | Sit   | None <input type="checkbox"/>            | 1 <input type="checkbox"/>            | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input checked="" type="checkbox"/> | 8 <input type="checkbox"/> |
| b. | Stand | None <input checked="" type="checkbox"/> | 1 <input type="checkbox"/>            | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input type="checkbox"/>            | 8 <input type="checkbox"/> |
| c. | Walk  | None <input type="checkbox"/>            | 1 <input checked="" type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> | 7 <input type="checkbox"/>            | 8 <input type="checkbox"/> |

2. Employee's job requires:

	Never	Occasionally	Frequently
--	-------	--------------	------------

- |                               |                                     |                                     |  |
|-------------------------------|-------------------------------------|-------------------------------------|--|
| a. Bend/Stoop                 |                                     | <input checked="" type="checkbox"/> |  |
| b. Squat                      | <input checked="" type="checkbox"/> |                                     |  |
| c. Crawl                      | <input checked="" type="checkbox"/> |                                     |  |
| d. Climb height _____         | <input checked="" type="checkbox"/> |                                     |  |
| e. Reach above shoulder level |                                     | <input checked="" type="checkbox"/> |  |
| f. Crouch                     | <input checked="" type="checkbox"/> |                                     |  |
| g. Kneel                      | <input checked="" type="checkbox"/> |                                     |  |
| h. Balance                    | <input checked="" type="checkbox"/> |                                     |  |
| i. Push/Pull                  | <input checked="" type="checkbox"/> |                                     |  |

3. Employee's job requires he/she carry:

	Never	Occasionally	Frequently
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- |                  |                                     |                                     |  |
|------------------|-------------------------------------|-------------------------------------|--|
| a. up to 10 lbs. |                                     | <input checked="" type="checkbox"/> |  |
| b. 11 - 24 lbs.  | <input checked="" type="checkbox"/> |                                     |  |
| c. 25 - 34 lbs.  | <input checked="" type="checkbox"/> |                                     |  |
| d. 35 - 50 lbs.  | <input checked="" type="checkbox"/> |                                     |  |
| e. 51 - 74 lbs.  | <input checked="" type="checkbox"/> |                                     |  |
| f. 75 - 100 lbs. | <input checked="" type="checkbox"/> |                                     |  |

4. Employee's job requires he/she lift:
- |                  | Never                               | Occasionally                        | Frequently |
|------------------|-------------------------------------|-------------------------------------|------------|
| a. up to 10 lbs. |                                     | <input checked="" type="checkbox"/> |            |
| b. 11 - 24 lbs.  | <input checked="" type="checkbox"/> |                                     |            |
| c. 25 - 34 lbs.  | <input checked="" type="checkbox"/> |                                     |            |
| d. 35 - 50 lbs.  | <input checked="" type="checkbox"/> |                                     |            |
| e. 51 - 74 lbs.  | <input checked="" type="checkbox"/> |                                     |            |
| f. 75 - 100 lbs. | <input checked="" type="checkbox"/> |                                     |            |

5. Job requires employee to use feet for repetitive movements as in operating foot controls:

Right		Left		Both	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

6. Job requires employees use hands for repetitive actions such as:

	Simple Grasping		Firm Grasping		Fine Manipulating (Keyboarding)	
a. Right	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Left	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

7. Employee's job requires:

	Yes	No	Comments
a. Working on protected heights		<input checked="" type="checkbox"/>	_____
b. Being around moving machinery		<input checked="" type="checkbox"/>	_____
c. Exposure to marked changes in temperature and humidity		<input checked="" type="checkbox"/>	_____
d. Driving automotive equipment		<input checked="" type="checkbox"/>	_____
e. Exposure to dust, fumes, and gases		<input checked="" type="checkbox"/>	_____
f. Exposure to blood, body fluids, and/or other potentially infectious materials.		<input checked="" type="checkbox"/>	_____

Supervisor/Manager Name (Print): \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Supervisor/Manager Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Employee Name (Print): \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Employee Signature: \_\_\_\_\_

Copy Issued to Employee