Our client seeks an experienced **Customer Service Representative (CSR)** that can work with other teams and members in a collaborative manner to manage and understand customer inquiries, issues, and needs.

The CSR will be responsible for processing orders diligently, timely, and accurately; as well as the scheduling of all incoming orders, both internal and external. The CSR will also execute administrative and sales-related responsibilities that relate to client relations management.

**Responsibilities**

* Create and process orders with diligence and accuracy and send necessary quotes/drawings/receipts to the client in a timely manner.
* Use proper grammar notation exhibiting concise, professional communication skills.
* Detect any potential problems with the sales process and share with your manager to offer independent solutions and alternatives.
* Maintain daily awareness of deadlines and responsibilities.
* Effectively multi-task while maintaining clarity and proper prioritization management.
* Communicate inventory statuses accurately to your clients.
* Provide effective customer service via the phone, email, direct-interaction and fax.
* Follow-up with clients after their order has been completed and gather feedback.
* Answer your communications in a timely manner, giving undivided attention to the client.
* Offer assistance and help the customer with inquiries.
* Monitor and reply to online reviews about the business and report them to your manager.
* Manage the reception area and keep it clean, as needed.
* Other duties as assigned by your manager.

**Qualifications**

* Must have prior experience in using Netsuite, SAP or other ERP tools.
* Working knowledge of Microsoft Office products (Excel, Word, Power Point).
* 2-4 years of related client service experience.
* Proven communication skills.
* Knowledge of the cabinet industry a plus.