

Position: Customer Experience Representative
Location: Portland, Oregon
Relocation Paid: No

Supply Source, Inc. is an Oregon owned company providing international and domestic businesses solutions in packaging, packaging products, packaging equipment, technical equipment service, import/export and logistic services aimed to reduce our customer's total cost.

Job Description:

Supply Source, Inc. is focused on growth and further development of our International & Domestic B2B customer segment. We have a great opportunity for an individual capable of building relationships, an individual who is an outstanding communicator, possesses a drive to succeed, has a willingness to negotiate, loves to problem-solve, has excellent organizational skills, a desire to help the team succeed and operates with a high level of integrity. Our representative will be responsible for ensuring the customer's experience is exceptional by providing service that is efficient, professional and courteous at all times.

Duties and Responsibilities:

- Answering calls and emails directed to customers and suppliers.
- Entering all customer requests into Navision. Creating new shipment orders for domestic customers, i.e. correspondence, quotes, orders, purchase orders, etc.
- Routing shipments using the most reliable and cost effective means of transportation.
- Entering clear and accurate shipment handling instructions.
- Sense of urgency and a high level of communication.
- Proactive communication in such areas as shipment status & back orders with customers, as well as quotes with suppliers & sales force
- Assists with customer challenges such as delays, missing shipments, price adjustments. Must have a strong desire to complete a prompt resolution.
- Help to create and review proposals, contracts, purchase orders for determining product classifications and export license requirements.
- Communicate customer related information, opportunities & problems with Account Managers

Duties and Responsibilities continued:

- Pursues opportunities to understand current and prospective customer's company activities.
- Develop & familiarize yourself on all products and applications we provide to our customers
- Recommend solutions based on customer needs including, order placement, billing issues, Supply Source added value and benefits to solve customer problems.

Skills and Competency:

- Demonstrated experience in customer service required.
- Strong customer service skills consisting of skills that require good decision making after analysis. Ability to spot issues and research necessary requirements to solving the problem.
- Exceptional interpersonal skills. Self-motivated and a positive attitude that represents “can do” to the customer.
- Patience in working with people from different cultures who may not speak English as a first language.
- Proven ability to lead and negotiate different circumstances while having to consider cultural sensitivities.
- Must be a team player and capable of working with all departments and divisions. To make decisions for the good of the team rather than for self-consideration. Proven ability to work successfully with teams that are cross functional.
- Demonstrates professionalism on the phone and with email communications. Possess extraordinary communication skills orally and in writing.
- Able to perform calculations related to percentages and profit margins.
- Strong organizational skills with excellent attention to the details. Must be able to prioritize yet be flexible in order to meet deadlines and unexpected company demands that can change daily.
- Ability to resolve customer challenges quickly and creatively. Manage conflicts to create the best outcome possible in a respectful manner.
- Adaptable. Willingness to accept change even if it requires additional effort or learning. Must be able to shift priorities and focus in the event of a change in direction or desired outcome.
- Must be dependable and reliable.
- Comply with appropriate company policies, procedures and safety regulations.
- Strong typing and data entry skills.
- Excellent computer skills with knowledge and confidence using Outlook, Excel, PowerPoint and Word.
- We are a 24 hour business that will require flexible hours based on customer needs.

Experience and Education:

- Minimum of 2 to 3 years in customer service or merchandising.
- High School diploma or GED equivalent.
- Associates or Bachelor’s Degree preferred.

Supply Source, Inc. offers compensation that is competitive, benefits that include medical, dental, vacation and a 401k Plan. This is a great opportunity to begin a career with one of Portland’s Fastest Growing Companies as referenced by the Portland Business Journal. Please email your resume and cover letter to; suppliesourcescans@gmail.com