



INTERIORS FOR BUSINESS, INC.
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Job Description – Customer Service

Title: Customer Service Representative

Reports To: Pete Molenhouse

Summary:

The role of Customer Service Representative (CSR) will work on furniture orders with a total sell of between \$5,000,000 - \$10,000,000 per year. The primary responsibility is to coordinate all activities related to the order management process: enter orders, reconcile vendor acknowledgements, vendor follow-up, prevent profit erosion, confirm shipping and receiving reports and schedule installations. Secondary tasks as support for sales consist of acquiring accurate pricing, making sure product meets lead time goals, and creating quotes.

Objectives & Outcomes

Objective	Outcome
Timely Order Entry	Working with known lead times, coordinate with vendors to make sure all products arrive approximately a week before targeted installation date.
Reconcile Vendor Acknowledgements	Checking vendor acknowledgements for line-item accuracy, acceptable ship dates and pricing discrepancies results in no additional trip or storage charges.
Vendor Follow Up	Making sure the vendor performs as expected is critical to meeting the targeted installation.
Prevent Profit Erosion	Avoiding and finding errors in the order entry process saves IFB resources.
Confirm Shipping and Receiving Reports	Updated shipping and receiving reports are vital to meet the targeted installation date.
Sales Support	Accurate pricing, lead time management and creating timely quotes contribute to our chances of being selected as the furniture provider for projects.

Job Accountabilities & Responsibilities

Customer Service Based Responsibilities:

- Support Team Leader in Sales Support role
- Entering accurate orders and information into InfoNow
- Bring any issues to the attention of the Team as soon as possible
- Monitor order status & perform customer service functions for all day-to-day and project orders
- Expedite Ship Dates with vendors/suppliers as required to meet required dates
- Process all order/project change orders
- Execute additional service requests while making sure that we charge the customer for additional requests outside our original scope
- Schedule all deliveries and installations with Installation subcontractors and customers
- Ensure complete delivery and installation drawing package is forwarded to Installation subcontractor prior to job start (preferably 5 days before)
- Confirm substantial project completion to help ensure timely invoicing with accounting

Core Competencies:

- Accuracy and high attention to detail
- Ability to multi-task and to be flexible is extremely important
- Strong organization skills and time management skills
- Strong oral and written communication skills
- Ability to mentor and help other CSR's
- Critical thinking to make decisions and solve problems
- Be able to work as part of a team

Qualifications and Experience:

- Coordination and administrative experience
- High School Diploma minimum, post-secondary education preferred
- Excellent working knowledge of current Microsoft Office including Excel, Outlook and Teams
- Experience with customer interfacing, both internal and external clients
- Experience with Office Furniture and related services is helpful
- Strong administrative skills with sharp attention to detail
- Excellent organizational skills
- Excellent problem-solving skills & multitasking capabilities
- Knowledge of the Order Fulfilment Process
- Strong leadership skills and ability to perform well in a team environment

Working Conditions:

- Based out of IFB HQ in Batavia, Illinois during normal business hours
- Work from home is very limited in this position
- Travel is not required