



Job Description for Customer Service Specialist – Shipping/Receiving

Page 1 of 1

HR300

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Approved By: WF

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Title: Customer Service Specialist/Shipping and Receiving

Purpose: Customer Service Specialist, performs daily delivery, order fulfillment, packaging, receiving, and shipment duties of component boxes and materials. Conducts scheduling of orders, ensures accuracy of packaging products. Works with other employees and departments to resolve shipping and receiving matters.

Requirements:

- Pleasant demeanor
- Excellent oral and written communication skills
- Excellent computer skills/knowledge
- Experience/proficiency with data entry
- Ability to manage multiple tasks/competing priorities
- Ability to work on a team
- Experience/proficiency with Microsoft Office platforms (e.g. Word, Excel, Outlook, etc.)
- High School degree or equivalent (Associate's degree or higher preferred)
- Previous customer service experience preferred

Responsibilities:

- Interact with customers and field representatives to generate and process customer orders
- UPS/FedEx order fulfillment
- Answer outside phone calls and direct them to appropriate Weas personnel
- Prepare DOT shipping papers for the delivery specialists
- Assist with sales quotes and purchase order entry
- Assist with raw material, reagent and equipment inventories
- Provide back-up support for lab sample intake customer service
- Provide administrative support (e.g. filing, scanning, copying, data entry, etc.)
- Adhere to all safety policies and applicable Standard Operating Procedures (SOPs)
- Other duties as requested

Work shift is 8 hours (7:45 a.m. to 4:45 p.m.), Monday through Friday, with an hour for lunch. Occasionally, overtime is required due to special circumstances.