



JOB DESCRIPTION

Job Title: Customer Service Representative I
Reports to: Customer Service Lead
FLSA Status: Full-time/non-exempt
Location: Windsor, CA

POSITION SUMMARY

The CSRI is responsible for coordinating and facilitating the preparation of sales orders, as well as liaising with the Customer Service department and all relevant locations and regularly interacting with field sales employees and third-party suppliers.

The CSRI is responsible for providing effective customer service for all internal and external customers by using in-depth knowledge of company products and programs as well as communicating effectively with team members within the customer service department and within the ATPGroup sales team.

ESSENTIAL FUNCTIONS

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. To perform this job successfully, an individual must have regular and reliable attendance and be able to perform each essential function from the list below satisfactorily. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Maintain direct and timely communication with customers and sales team.
- Process all customer orders with efficiency and accuracy to products, quantities, shipping locations and other special handling conditions.
- Resolve issues relating to the current status of open orders, orders needing to be expedited and/or traced while in transit.
- Develop customer information files to include information regarding regulatory requirements, carrier routings, product specifications, and special instructions.
- Provide quotes for retail and groups 4 and 5
- Input orders in Navision (including quotes and scheduling) for either Velocity or Stemware divisions
- Greet and professionally assist customer walk-ins
- Ascertain customer needs and/or reason for calling
- Assist with placement of orders or refunds
- Answer and direct all incoming phone calls
- Use clear and constant communication with the customer from the time an order is received until products are delivered and invoiced
- Mail courier
- Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES: This position has no direct reports.

REQUIRED COMPETENCIES (Knowledge, Skills, Abilities)

The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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- Experience with Microsoft Office and Outlook
- Good communication, interpersonal skills and organizational skills
- Ability to prioritize and multitask effectively
- Ability to work flexibly and with little instruction
- Basic knowledge of materials used in the velocity, enology, and stemware process
- Ability to read and interpret technical drawings and specifications
- Ability to be flexible with workload, and able to organize time to work with all of the ATPGroup Divisions
- Must have strong written, verbal, and electronic communication skills
- Ability to work effectively with all groups across the organization and out in the field
- Effective negotiating skills
- Ability to deal effectively with others
- Excellent interpersonal skills and abilities
- Demonstrates commitment, excellence, high standards and ATPGroup's core values
- Strong organizational skills; able to manage priorities and workflow
- Ability to work independently and as part of a team
- Ability to understand and follow written and verbal instructions
- Excellent attention to detail and follow-through
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Strong time management skills
- Possesses a sense of urgency and ability to work in a high-pressure environment
- Ability to problem solve
- Demonstrates commitment, excellence, high standards and ATPGroup's core values
- Ability to make quick decisions

MINIMUM QUALIFICATIONS

- High School Diploma, GED, or equivalent certificate required.
- A minimum of 1 year of customer service experience
- Experience in the commodity/chemical/food environment preferred
- Bilingual (Spanish) skills a plus

ESSENTIAL PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee must have the ability to work in a constant state of alertness and in a safe manner at all times, and is frequently required to talk and hear; frequent operation of computer and other office equipment, the ability to sit at a workstation for long periods of time, stand, walk, climb stairs, bend, lift, twist, pull, push, carry, grasp, reach and stoop as need, and to occasionally lift and carry items up to 25 pounds.

WORKING CONDITIONS

The noise level in the office environment is usually quiet to moderate. Work may occasionally require walking to the adjacent warehouse, where there can be more noise and exposure to forklifts and chemicals. Work will require weekend and/or evening work, especially during the harvest season.

Interested? Please submit your resume to Terry Dewane, National Sales Manager of Enological Products, at tdewane@atpgroup.com.