



gSource, LLC  
 19 Bland Street  
 Emerson, NJ 07630  
 USA

(201) 599-2277  
 F (201) 599-3306  
 www.gSource.com

### Job Description

Job Title: Customer Service Representative  
 Job Summary: The Customer Service Representative provides current and prospective customers with information about gSource products and services, processes purchase orders, quotations, product returns and complaints, all while building solid customer relationships and ensuring customer satisfaction and retention.  
 Wage Category: CSR I, II, III  
 Department: Customer Service  
 Reporting to: Customer Service Manager  
 FLSA Status: Non-exempt (Fair Labor Standards Act)

Responsibilities of essential functions include:

1. Answer incoming calls and emails and assist the customer or route to the appropriate company function
2. Enter customer purchase orders into ERP (Sage 50), create sales order confirmations and packing slips
3. Contact customers to resolve questions, inconsistencies and or missing data in purchase orders
4. Enter new customer accounts in ERP and update information in current accounts as needed
5. Enter customer contacts into Outlook
6. Generate product quotes for customers to provide information about product pricing and availability
7. Cross-reference competitor products to gSource products
8. Respond to shipping inquiries and order status questions
9. Provide backorder updates to customers and process backorder shipments
10. Create return authorizations and process product returns
11. Document, research and resolve customer complaints regarding products or services and complete complaint processing procedure in a timely manner
12. Escalate customer issues and feedback to management as needed
13. Assist customers in navigating the gSource website and gSource gStore
14. Perform filing and scanning of documents
15. Greet visitors
16. Attend trade shows, as needed
17. Perform additional clerical tasks upon request.

Responsibilities of non-essential functions include:

18. Maintain commitment to Quality Goals and Quality Policy
19. Complete jobs and tasks as assigned
20. Working Schedule: 8:30 am to 5:15 pm with 45 minute unpaid break

Employee: \_\_\_\_\_  
 Last Name First Name Initial

Nothing in this job description restricts management's right to assign or reassign responsibilities to this position at any time.

Signatures:

\_\_\_\_\_

Employee

\_\_\_\_/\_\_\_\_/\_\_\_\_  
mm dd yy

\_\_\_\_\_

Manager/Supervisor

\_\_\_\_/\_\_\_\_/\_\_\_\_  
mm dd yy