



JOB DESCRIPTION

TITLE: Customer Service Representative	
FLSA Classification: Non-Exempt	Department: Logistics

JARCO COMPANIES is a family-owned company proudly serving the greater San Antonio Area. Our operations include Jarco Aggregates, a trusted local source for ready mix, topsoil, gravel, and sand. With a strong commitment to quality products, reliable service, and community values we continue to grow as a leading provider in the industry.

Summary:

The Customer Service Representative attracts potential customers and services existing customers by answering phone calls, text messages and emails, providing product/services information and processing orders. Instructions and pre-established guidelines will be used to perform the functions of this role. Goals include meeting or surpassing team sales targets, while ensuring excellent service and maintaining high levels of customer satisfaction.

This role is responsible for entering customer orders into the delivery system in a detailed, prompt, and professional manner. The Customer Service Representative will be a good problem solver, foster lasting business relations with customers and will have a strong desire to deliver high levels of customer service.

Essential Duties and Responsibilities:

- Act as customers' first telephone point of contact for assisting customers with product questions, ordering, order tracking, complaints, and problems.
- Answer phones in a pleasant tone and in a timely manner avoiding missed calls.
- Make every effort to accommodate customers' requests.
- Enter accurate and complete customer orders into the delivery system.
- Notify the team of any problems or concerns.
- Provide leads to sales.
- Proactively seek customer feedback to identify areas of improvement in all operations.
- Regular and predictable attendance at assigned times is required
- Properly follow all company policies and procedures for a safe working environment, report any problems to the supervisor or Human Resources.
- Perform any other tasks and duties as requested, directed, or assigned to support and improve the overall team operations.

Job Knowledge, Skills and Abilities:

- Ability to multi-task, prioritize and manage time effectively.
- Manage incoming calls and respond promptly to customer inquiries.
- Communicate and coordinate with colleagues as necessary.
- Know company products and services to fulfil customer needs.

- Process customer quotes, orders, and cancellations by utilizing company information and correct methods/tools.
- Follow proper procedures for obtaining payment information.
- Build customer relationships through open communication.
- Contribute to the team by meeting or exceeding sales goals.

Supervisory Responsibilities:

- None

Education and Experience:

- High School Diplomas or GED - Required
- 1-3 years of experience in aggregate sales or in a related area - Required.
- Computer literacy: 6 years - Required.
- Valid Driver's License is Required
- Bi-lingual English/Spanish - Required

Physical Requirements:

- Required to lift up to 35 lbs.
- Must be able to sit/stand up to 8-10 hours per day.
- Regularly required to sit, stand, bend, reach, and move about the facility.
- May be subject to sitting for long periods of time to perform job scope.

Work Environment:

- Location of position: Corporate Headquarters
- Area Travel may be Required.
- Background checks and drug tests required.
- Maintaining a valid driver's license and a clean driving record are required.
- Work will generally be performed in an office environment.
- May be exposed to shop elements such as noise, dust, odors, fumes, and oils.
- May be required to work hours other than the regular schedule.

These statements are intended to describe the general nature and level of work to be performed and are not intended to be an all-inclusive list of responsibilities and duties.