

**GPA HQ**  
8701 West 47th St, STE A  
McCook, IL 60525

Tel 800.395.9000  
www.gpa-innovates.com

Employee:  
Position Title: Customer Support Specialist

Date Last Updated: January 10<sup>th</sup>, 2021  
FLSA Job Status: Salaried; Non-Exempt

Manager:  
Manager Title: Customer Support Manager  
Department: Customer Service

Hire Date:  
Hours: 10 am – 7 pm, M-F or as assigned  
Lunch Duration: 1 hour

**Primary Function:**

- Serve as liaison between customers and all internal departments to service the customer in a seamless fashion that demonstrates world class customer service.
- Ensure clear, precise, timely, accurate, and professional communication to all internal and external customers.
- Exhibit positive leadership in a manner consistent with the GPA Mission, Core Values and Annual Corporate Objectives.

**Primary Responsibilities:**

- Answer inbound customer calls and emails which includes taking orders, answering questions regarding order inquiries, application / product capability, item inventory / price check, product substitution recommendations, custom order processing / lead times, and freight / shipping.
- Monitor CS correspondence dashboard to navigate daily activity; flexing to change direction, adjusting speed, or requesting additional resources as needed. Use slower times to follow up on orders, process credits, or complete projects or product training initiatives.
- Proactively communicate to Sales Team and the customer if any delays or changes to the order occurs after confirmation
- Report any phone, system, or outage issues immediately to the CSR Lead and IT department (if necessary).
- Accurately and efficiently process phone, fax emailed, or web orders, sample requests, and quotes – updating customer account data as necessary.
- Process custom quotes and orders including, the gathering of appropriate information from the customer regarding the order, establishing and communicating accurate lead times, entering the order with all pertinent information, and communicating to the merchandising team complete and accurate information when requesting custom quotes.
- Listen and understand customer's needs and where applicable, escalating concerns to the CSR Lead and/or Manager.
- Problem solve customer situations including – contacting someone in-house to gather information, providing pricing information by looking at system quotes or researching customer billing history, etc.
- Interact with customers and GPA internal team: Sales, SCP, Finance, Production, and warehouse personnel in timely, accurate and professional manner.
- Ensure clear, accurate, and timely communication of information to Accounting, Marketing, Merchandising, SCP, Sales, and Warehouse teams.

**Secondary Responsibilities:**

- Work with our Sales Team to inform them of the need for cost and system information updates, where necessary. Assist them with understanding the process of updating information, and as able, input of such updates on a limited basis and only as time allows.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities that are required of the employee. It is merely an outline and should be used as such. This document should also not be construed as an employment contract nor should it constitute a guarantee of continued employment. All employment with GPA is at will.

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- Monitor product inventory levels while processing information requests and notifying SCP of needs as they arise.
- Work to process all open cases in a timely manner by expediting requests for information back to the sales team or other departments. Ensure cases are closed in a timely fashion.
- Provide daily follow up on open orders, back orders, drop ships, and credit hold orders as necessary.
- Assist in the development or adjustment of SOP's (Standard Operating Procedures) for Customer Service.
- Obtain freight quotes from the FedEx Desktop and/or work closely with the Freight Coordinator to determine the most cost effective and fastest mode of transportation.
- Keep up to date on new product data or processes as necessary.
- Attend all scheduled GPA meetings and serve as an active participant.
- Enter workflows for consignment/mill return.
- Coordinate pick-ups with the Freight Coordinator for customer returns.

**Position Requirements:**

- 5+ years of Customer Service Experience order taking, quoting prices, and tracking shipments.
- High School diploma required, college degree preferred.
- Paper or printing industry experience strongly desired.
- Excellent verbal and written communication skills are a must.
- Must be organized and detail oriented and able to juggle multiple priorities routinely.
- Must have excellent computer and typing skills, as well as proficiency in Microsoft Word and Excel. Experience with ERP CRM, and call-center software required, advanced Microsoft Office skills required.
- Must be able to build strong relationships with returning customers to insure the most superior customer service possible.
- Must be able to handle multiple projects in fast-paced environment.
- Must be a dependable, self-starter, possessing great follow-up abilities.
- Must be punctual to accomplish daily responsibilities.
- Must have a flexible daily schedule to cover co-workers' absences, PTO, etc. and the ability to work overtime when the situation arises.
- Must be able to work overtime as needed, to ensure timely handling of customer requests.
- Must be able to digest a large amount of product information and become a subject matter expert as quickly as possible.

Manager's Signature:

Employee's Signature:

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Date:

Date:

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