



## **JOB DESCRIPTION**

DATE: June 16, 2017

JOB TITLE: Customer Service Support

DEPARTMENT: Supply Management Solutions (SMS)

LOCATION: Bloomington, Minnesota

SUPERVISOR: Steven Meacham

### **JOB SUMMARY:**

This position requires someone to support the daily order processing of our vending machine software and reporting systems. We are looking for applicants with excellent keyboarding skills, above average knowledge of Microsoft Office Suite, especially Excel. We seek an individual who shares our core values of excellence, teamwork, trust, resourcefulness and respect. If you want to start your career with an innovative industrial distributor and be part of a great group of talented individuals, we want to meet you!

### **PRIMARY DUTIES are but not limited to:**

- ❑ Manage vending machine ordering processes
- ❑ Assist with managing updating vending databases
- ❑ Assist with crafting custom reports we use in our vending programs
- ❑ Assist with maintaining our crib management and vending software
- ❑ Assist with formatting data for new SMS programs
- ❑ Assist SMS Senior Support Technician with data research and spreadsheet projects
- ❑ Assist SMS team with administrative activities
- ❑ Enter sales orders into Mars P21 software from vended item activity

### **IMPORTANT CHARACTERISTICS:**

- ❑ Detail-oriented
- ❑ Innovative problem solver
- ❑ Accepts change
- ❑ Works well with teams
- ❑ Cheerful
- ❑ Organized

### **EVALUATION METRICS:**

- ❑ Ability to work independently and complete a task on time
- ❑ Assist in controlling SMS program processes

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ❑ Strong mathematical skills
- ❑ Strong grammar and spelling
- ❑ Strong communication and customer service skills
- ❑ Understanding the total cost of ownership of managed programs
- ❑ Advanced experience in Microsoft Excel

**PHYSICAL DEMANDS:**

- Standing, walking, sitting, lifting, carrying, pushing, pulling, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, handling, speaking, hearing, seeing, depth perception, color vision
- Lift 50-pound packages

**Written by:**

**Date:**

**Signed by:**

Employee \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Supervisor: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

cc: Human Resources