

TOMY International, Inc.

POSITION DESCRIPTION

JOB TITLE: Customer Service Representative

EFFECTIVE DATE: July 2021

DEPARTMENT: Customer Relations

OVERALL SUMMARY: Serves as the primary internal liaison between sales support teams, retail partners and the company. Ensures the company is viewed as the quality leader by providing exceptional customer service through daily communications, coordination of orders and evaluation of customer expectations.

EDUCATION: Associates degree in Business Administration required or equivalent work experience

EXPERIENCE: Minimum of 1 - 2 years of previous experience in customer service required or equivalent

PRIMARY RESPONSIBILITIES:

- Works directly with internal and outside sales support teams to manage retail accounts
- Manage orders and requests via Electronic Data Interchange, email, phone & vendor portals
- Edits / verifies orders for correct pricing, terms, policies, discounts, shipping requirements and product availability.
- Responds to customer's written and verbal inquiries regarding product pricing, availability, shipping status, etc.
- Follows orders through to ensure they are shipped in a timely manner.
- Prepares a variety of product related reports and provides data to internal departments and select accounts; reviews and recommends changes on standardized reports to streamline administrative responsibilities.
- Builds and ensures continued customer satisfaction through proactive utilization of service skills including evaluation and fulfillment of customer needs as well as development of customer rapport.

Essential skills include a strong customer focus, exceptional communication and computer skills, ability to be a self-starter working independently and as a team. Must be detail oriented, possess interpersonal skills, and the ability to exercise good judgment.

We are looking for people who are passionate about being part of a diverse team, where different backgrounds, experience and opinions are valued and incorporated into our daily work. We want to welcome people into our company that like to collaborate, take on challenges and value a wide variety of global views about consumers, brands, processes and products.

We offer a highly competitive salary and excellent benefit package.
If interested and qualified send your resume to hr@tomy.com.

DISCLAIMER: The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as comprehensive inventory of all duties, responsibilities and qualifications of employees assigned to this classification.