

PACIFIC PRESS® PUBLISHING ASSOCIATION
JOB DESCRIPTION

POSITION TITLE: Customer Service / Sales Associate

REPORTS TO: Customer Service Representative Coordinator, and Assistant Vice President of Sales

SUMMARY: Provide customer service and sales support for wholesale and retail customers

ESSENTIAL FUNCTIONS OF THE JOB:

- I. Learn Pacific Press product lines in order to process book, periodical, and music orders.
- II. Be proficient in handling written and verbal customer communications.
- III. Promote and upsell Pacific Press products and services to meet customer needs and increase revenue.
- IV. Have basic computer skills, speed, and aptitude. Learn to use specific Pacific Press computer programs as directed.
- V. Have strong listening, verbal, problem-solving, and mathematical skills.
- VI. Learn Adventist geographical territories.
- VII. Learn the Pacific Press distribution process
- VIII. Have an understanding of and experience using basic principles of record-keeping and filing.
- IX. Work well as a team member with other Customer Service Representatives.
- X. Maintain regular attendance at work and work overtime as required, which may include work on Friday.
- XI. Comply with Pacific Press employee handbook guidelines

This job description is not intended to be all-inclusive; the Customer Service / Sales Associate will also perform other reasonable related business duties assigned by the Customer Service Representative Coordinator and Assistant Vice President of Sales.

EXPERIENCE: Two years of Customer Service experience preferred. General clerical experience in typing, filing, telephone response, and computer use is essential. Demonstrated success as a team member in a work environment is essential.

SKILLS: Must have computer experience with a good aptitude for learning new computer programs and software and excellent communication skills, both verbal and written. Must be comfortable dealing with customers of all types by phone, have the ability to provide excellent telephone responses, and build successful working relationships with customers. Must have a working understanding of word processing, with a typing speed of 60 WPM or more. A data entry speed of 165 KPM is beneficial. Previous sales or customer service experience is helpful. Experience with Microsoft Office products is desired.

EDUCATION: Associate Degree or equivalent in work experience.

I acknowledge that I have received a copy of this job description and understand that it is my responsibility to read and understand it. If I have any questions about this job description or my job duties, I understand that I should ask my Supervisor or Vice President. I understand that Pacific Press reserves the right to revise or change job duties and responsibilities as the need arises. I represent that I am qualified to perform these job duties with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. I understand and agree that this job description does not create a contract of employment or change my "at will" employment relationship with Pacific Press.

Acknowledgement

Date