



JOB DESCRIPTION CUSTOMER SERVICE COORDINATOR

Department: Customer Service Coordinator

Division: Revolv Manufacturing

Reports to: Plant Manager

Date Revised: 3.24.2022

POSITION SUMMARY:

The Customer Service Coordinator performs duties to assist in the sale of products and services using technical, organizational, and customer knowledge and partnering with the sales engineers and other departments resulting in revenue generation.

SUPERVISORY RESPONSIBILITIES:

- None

PRIMARY DUTIES AND RESPONSIBILITIES:

- Enter Customer Sales Order's into IQMS system
- Create Purchase Order's for tooling and fixtures
- Coordinate the quoting process
- Work with various departments to resolve issues regarding quality, pricing and/or delivery of product
- Reconcile/validate customer orders through various software programs
- Work with other departments as needed to meet company objectives
- Support effort toward ISO compliance
- Generate/support continuous improvement initiatives
- Initiate/Support the APQP process
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent customer relations skills
- Knowledge of Microsoft Office, MRP and other software programs as needed
- Strong oral and written communication skills
- Familiar with Blue Print reading
- Good organizational skills, self-motivated, flexible, and able to prioritize.
- Computer skills
- Additional skills as necessary

MINIMUM QUALIFICATIONS EDUCATION AND EXPERIENCE:

- Two year degree or equivalent experience

ACKNOWLEDGEMENT

This position description does not constitute an employment agreement between Revolv Manufacturing and the employee and is subject to change by Revolv Manufacturing as the needs of Revolv Manufacturing and requirements of the job change.

Revolv Manufacturing is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. Revolv Manufacturing will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with Revolv Manufacturing.

Employee signature below indicates employee's understanding of the duties and requirements of the position.

Employee _____ Date _____

Printed Name _____

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in a standard office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In an average hour work day, this job requires: (Check full capacity for each activity).

	(number of hours)							
Sit	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Stand	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Walk	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

On the job you:

	Not at all (0%)	Occasionally (1-33%)	Frequently (34-66%)	Continuously (67-100%)
Bend/Stoop/Squat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb Heights/Ladder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach above shoulder level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crouch/Crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull/Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

On the job you lift/carry:

	Not at all (0%)	Occasionally (1-33%)	Frequently (34-66%)	Continuously (67-100%)
Up to 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-24 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25-34 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35-50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This job requires:

	Yes	No	Comments
Working on unprotected heights	<input type="checkbox"/>	<input type="checkbox"/>	
Being around moving equipment	<input type="checkbox"/>	<input type="checkbox"/>	On the manufacturing floor
Exposure to marked changes in temperature or humidity	<input type="checkbox"/>	<input type="checkbox"/>	On the manufacturing floor
Exposure to dust, fumes and gases	<input type="checkbox"/>	<input type="checkbox"/>	On the manufacturing floor
Working in restricted spaces	<input type="checkbox"/>	<input type="checkbox"/>	
Exposure to elevated noise levels for extended periods of time	<input type="checkbox"/>	<input type="checkbox"/>	On the manufacturing floor
Exposure to cleaning chemicals	<input type="checkbox"/>	<input type="checkbox"/>	
Operation of equipment and/or machinery	<input type="checkbox"/>	<input type="checkbox"/>	General office equipment (copier, computer, telephone etc.)
Use of hands for repetitive action	<input type="checkbox"/>	<input type="checkbox"/>	Extensive computer keyboard use

ACCEPTANCE STATEMENT

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without reasonable accommodation, of the position of Controller at Revolv Manufacturing. If employed, I certify that I can and will perform the primary duties and responsibilities of the position. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and does not indicate a written or implied contract of employment.

Acknowledgement of Review

I acknowledge that I have read the information presented above and I understand the expectations set forth hereto.

Employee Signature

Date

Revolv Manufacturing Supervisor Signature

Date