



VAPOR APPAREL JOB DESCRIPTION

Position Title	Department	Reports to
Customer Service Coordinator	Customer Service	Brand Manager
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	February, 2019

POSITION SUMMARY

This position is an entry level support position responsible for Front Desk reception tasks and other projects as assigned. This position must maintain a professional attitude and appearance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

1. Answer incoming phone calls – First person on phones. Responsible for directing calls to appropriate internal contact and answering customer questions regarding our products, inventory, services, and accounts.
2. Greet and welcome visitors including customers, vendors and walk-ins.
3. Assist with Will Call orders and customer pick ups
4. Verify freight carrier bills including Fed Ex, UPS and USPS
5. Set up New Customer Accounts in Microsoft Dynamics CRM
6. Process Sample Shipments as requested by Sales Group and Outside Sales Reps
7. Maintain waiting area and conference room appearance
8. Distribute inbound USPS Mail
9. Sample and Tradeshow Coordination and Logistics
10. Monitor office supply levels
11. Misc. projects and administrative tasks as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Strong organization skills and ability to multitask
- Previous customer service, retail or reception experience a plus.
- Computer skills including Microsoft Office
- Ability to work with people and communicate effectively

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.