



**EGIDE USA, INC.**  
**JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Customer Service Representative</b>	<b>REPORTS TO:</b>	<b>Customer Service Manager</b>
		<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>DEPARTMENT:</b>			
<b>POSITION GROUP:</b>		<b>PREPARED BY:</b>	<b>William Vogel</b>
<b>POSITION GRADE:</b>		<b>PREPARED DATE:</b>	<b>08/05/2025</b>
		<b>APPROVED BY:</b>	<b>Gary Waterhouse</b>

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**CONTACT:**

Resume and cover letter may be sent via email to [wvogel@us.egide-group.com](mailto:wvogel@us.egide-group.com).

**SUMMARY AND PURPOSE OF POSITION:**

Responsible for establishing and maintaining positive customer relations. Specifically for entering customer request for quotations (RFQ) in ERP system. Establish a customer part number folder for new items and maintain existing folders. Obtain copies of current customer part number drawings and any required or requested documents. Responsible for monitoring and guiding RFQ's through internal review process. Enter new customer orders in the ERP system and forwards order acknowledgements to customers. Responsible for monitoring and guiding orders through internal review process. Utilize ERP and specialized reports to track progress of quotes and orders. Expedites customer delivery requests with manufacturing. Communicates customer requests and requirements to appropriate personnel. Assist with return material requests and RMA process. Complete tasks and responsibilities according to appropriate procedures.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:** include the following.

- Must be comfortable communicating with customers through all mediums
- Data entry
- Filing
- Special projects assigned by Supervisor
- Routine office procedures including writing letters/memos, creating spreadsheets, charts and graphs
- Proficient in Microsoft Office Suite
- Ability to read technical drawings is helpful

**OTHER DUTIES, RESPONSIBILITIES:**

- Assist with planning for tradeshow, customer visits, and special events as needed.
- Occasional request for travel to assist with tradeshow exhibition and visit customers.

- Able to address daily issues with customers, manufacturing, engineering and field sales representatives using logical thought processes

### **SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies.

**Interpersonal Skills:** Focuses on solving conflict, not blaming; Maintains confidentiality; Keeps emotions under control; Maintains positive attitude. **Oral and Written Communication:** Listens and gets clarification; Responds well to questions; Writes clearly; Able to read and interpret written information. **Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed. **Quality:** Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; Monitors own work to ensure quality. **Quantity:** Meets productivity standards; works efficiently; Completes work in a timely manner; Strives to increase productivity. **Diversity:** Shows respect and sensitivity for cultural differences. **Ethics and Professionalism:** Works with integrity and ethically; Upholds organizational values; Conserves organization resources; Approaches others in a tactful manner; Treats others with respect; Accepts responsibility for own actions. **Safety and Security:** Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly. **Adaptability:** Adapts to changes in the work environment; Able to deal with frequent change, delays or unexpected events. **Dependability:** Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person as needed. **Initiative:** Asks for and offers help when needed. Generate suggestions for improving work.

### **QUALIFICATIONS:**

- 3-5 years professional experience in an office environment or possession of bachelor's degree. An equivalent combination of experience and education will be considered.
- Basic Computer Skills
- Experience with Microsoft Word, Excel, and Outlook preferred
- Knowledge of ERP systems and client portals a plus

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Able to lift and carry 20 lbs.

**WORK CONDITIONS AND ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Dress code is Business Casual

**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 A COMPREHENSIVE INVENTORY OF ALL DUTIES, RESPONSIBILITIES, AND QUALIFICATIONS REQUIRED OF EMPLOYEES ASSIGNED TO THIS JOB FUNCTION. ADDITIONAL DUTIES MAY BE ADDED OR DUTIES MAY BE ALTERED AT THE DISCRETION OF MANAGEMENT.**

*Nothing in this job description is intended to be interpreted or meant as an expressed or implied contract of employment. As an Associate of Egide USA, Inc., you are an employee at will, and as such, you have the right to leave the Company, and the Company has the right to terminate your employment and your compensation, with or without cause, and with or without notice, at any time. This includes both "Introductory" and "Regular" status employees.*