

DOUBLE *HH* MFG.®

DIVISION OF HOPE HAVEN, INC.

P.O. BOX 176 ▪ 207 WESTVIEW DRIVE ▪ ROCK VALLEY, IA 51247-0176

Customer Service Representative

RESPONSIBILITIES AND DUTIES

1. Responsible for responding to customer phone inquiries and orders or direct calls to proper personnel.
2. Responsible for entering customer orders for stock products.
3. Responsible for sending out invoices.
4. Responsible to maintain files and records.
5. Able to do Word processing and typing for Manufacturing Operations personnel, including correspondence, and reports as needed.
6. Follow safety procedures and promote safety measures among coworkers.
7. Perform all duties as assigned by management

PHYSICAL REQUIREMENTS

1. Physical ability to sit for extended time periods.
2. Physical ability to operate computer.

QUALIFICATIONS

1. Must have prior customer service experience and/or 2-year business or related degree.
2. Must have strong Customer Service skills.
3. Must have excellent organizational skills and accuracy.
4. Interpersonal skills to promote positive customer relations. Ability to communicate effectively verbally and in written form.
5. Computer literate. Ability to operate a variety of programs and systems.
6. Strong sense of urgency to meet needs both internally and externally.
7. Willingness and ability to perform duties as assigned.

Please send cover letter and resume to doublehh@doublehh.com



Phone: 712/476-3200 ▪ Fax: 712/476-2802 ▪ email: doublehh@doublehh.com