

## Customer Service Representative II (Bilingual in Mandarin)

### **Summary:**

This is intended to define the duties and general expectations for a Customer Service Representative.

### **Essential Duties:**

Receive and respond to correspondence and phone calls from customers, including entering customer orders, researching information and tracking progress of orders.

Be responsible for customer service to a variable number of directly assigned customers and be prepared to assume representation for additional customers, both as new assignments and “unassigned” customers.

Be familiar with the top 10-20 products and top 30-50 customers of SLI.

Be familiar with the product lines of the various production departments within SLI (i.e., who makes which products for order processing and technical support questions.)

Receive, review and enter into record customer specifications, assuring proper review and approval by production, QA and other appropriate personnel.

Train on and remain current on SOP's for Front Office/Customer Service.

Participate in weekly (or as scheduled) Customer Service Meetings.

Offer assistance and support to front office tasks as may be appropriate and requested from time to time (i.e., answer incoming phone calls, assist with mass mailings, etc.).

Assist in the drafting of documentation (MMD's, SOP's, etc.) as appropriate.

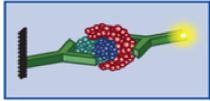
Insure that both the incoming fax folder and CS Inbox have been reviewed each day and that any incoming inquires have been distributed for reply.

Support the responsibilities of the Customer Service Manager as needed in his/her absence.

Availability to meet with visiting customers may be required.

Occasional travel for trades shows or customer visits may be required.

Such other related duties as may be required.



**Equipment used:**

Multi-line Phone System  
Personal Computer  
General Office Equipment

**Job Specifications:**

High school diploma or equivalent required. College degree or College level courses in biology/chemistry and related subjects is preferred. Minimum one to two years customer service experience, with some experience in a related field desirable. (Grade level dependent on experience and skill level.) Must possess excellent customer service, interpersonal, and phone skills. Must be computer literate with word processing/data entry experience. Knowledge of Word and Excel also required. Must have good language/communication skills with the ability to draft and edit correspondence. The desirable candidate must have flexibility to meet the needs of the customers, including a work schedule that may occasionally exceed the 8 hour day and the possibility of some travel, if required to best serve the customers and fill the position requirements.

**Working Conditions; Physical & Mental Demands:**

Busy customer service environment with moderate stress level.

**Supervision of Others:**

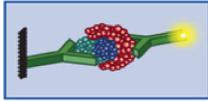
None.

**Monetary Responsibilities:**

None.

**Equal Employment Opportunity (EEO):**

SLI is an equal opportunity employer and all employees are responsible for maintaining a discrimination and harassment free environment.



**Ethics:**

All employees are accountable for conducting their daily business responsibilities in an ethical and moral manner.

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.