



# Customer Service Specialist

## Job Description

JOB TYPE: Part-Time Hourly, Non-Exempt  
LOCATION: Great Bend, Kansas  
DEPARTMENT: General Manufacturing  
REPORTS TO: Plant Manager  
CREATED: May 1st, 2023

### **JOB SUMMARY AND RESPONSIBILITIES:**

- 1) Perform customer service duties that enable Great Bend Industries to be North America's leader for hydraulic cylinder solutions.
- 2) Facilitate customers' ease and satisfaction in doing business with the Company.
- 3) Increase the Company's sales and service presence through pro-active customer contact.
- 4) Assist in resolving accounts receivable and other accounting questions.
- 5) Update planning systems and other databases to reflect changes in customer orders, quantities, due dates, and other data; ensure that accurate order information is available online to other GBI users.
- 6) At all times when communicating with customers, vendors, and others, represent Great Bend Industries in a positive manner.
- 7) Conduct all business on behalf of GBI in an ethical and legal manner and in compliance with the Company's Integrity Program and Policies
- 8) Other duties and responsibilities as assigned.
- 9) Coordinate with all levels of the organization to identify opportunities to improve the customer interface and achieve GBI's business goals.

### **POSITION SPECIFICATIONS:**

To perform the duties and responsibilities of this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education/Experience**

Associate degree or High school diploma + 6 months relevant experience. Business-to-Business customer service and/or sales experience is highly desirable.

#### **Mental Effort**

Work requires high degree of concentration and attention in processing of information, conceptual thinking, deductive reasoning, concentrated listening, and assimilation of voluminous data and information. Must be stable and able to deal effectively with adversity, facilitating positive resolution. Must be able to give and follow direction effectively. Work is varied and requires diagnostics and problem solving.

#### **Working Conditions**

Work environment characteristics described below are representative of those an employee encounters while performing the essential job functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is generally performed in an office environment. Some interfacing in manufacturing/warehouse is required on occasion. This job does require some physical demands including but not limited to; standing, sitting, climbing stairs, walking, lifting up to 50lbs, squatting, bending, communicating and applying maximum pressure with hands, wrists, fingers and elbows.