

## Don's Mobile Glass

<b>Job Title:</b>	<b>Purchasing Agent /CSR</b>	<b>Job Category:</b>	Retail
<b>Location:</b>	DMG		
<b>Level/Salary Range:</b>	\$16hr - DOE	<b>Position Type:</b>	F/T
<b>HR Contact:</b>	Corina Malagon	<b>Reports To:</b>	Store Manager
<b>Will Train Applicant(s):</b>	Y on specifics, N on basic skills necessary		

**Job Description:**

The Purchasing Agent/Customer Service Representative will assist with purchasing and is responsible for providing excellent customer service. The agent assists the Purchasing Manager in planning and controlling product by collecting, analyzing and summarizing data as well as assists with inventory replenishment. The agent will process orders, handle incoming phone calls, prepare daily bulk orders, order parts as needed while communicating effectively with team members and management.

**Duties/Responsibilities:**

- Ability to handle high volume telephone calls
- Works closely with receiving and shipping depts. for efficient deliveries
- Rectify variances between P.O.'s and invoices
- Attracts potential customers by answering product and service questions; suggesting information about other products and services
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Contributes to team effort by accomplishing related results as needed
- Prepare various reports by collecting and analyzing information
- Assists with all aspects of purchasing and receiving
- Other duties as assigned

**Requirements:**

- Excellent customer service potential
- Strong organizational skills
- Strong computer skills
- Proficient with Microsoft Office/Excel
- Strong communication skills
- Must be able to adapt to a fast paced environment
- Ability to work flexible, full-time schedule (M-F) and rotating Saturdays
- Non-smoking environment

**Benefits Offered:**

- Medical Insurance
- Dental/Vision Insurance
- Group Life and AD&D Insurance
- 401-K
- Paid Holiday
- Paid Vacation
- Paid Sick Leave