



Customer Service Representative Job Description

Location: Marceline, Missouri

Job Summary: Moore Fans is seeking a motivated and detail-oriented Customer Service Representative to join our growing team in delivering exceptional service to our customers. This role involves managing a variety of tasks, including order entry, logistics and customer communication. If you're a problem solver with strong attention to detail and a passion for learning, we encourage you to apply!

Key Responsibilities:

- Enter customer orders accurately into our system.
- Handle general customer requests and inquiries with professionalism and efficiency.
- Manage and document logistics to ensure timely order fulfillment.
- Prepare and send invoices to customers.
- Provide accurate quotations for replacement parts.
- Maintain organized and detailed documentation to support customer transactions.

Qualifications:

- Proficiency in Microsoft Office applications (Excel, Word, Outlook).
- Strong communication skills, both verbal and written.
- Excellent typing skills and attention to detail.
- Proven problem-solving and critical thinking abilities.
- Willingness to learn and take on new responsibilities.
- Positive attitude and a collaborative mindset.
- Familiarity with order entry systems or ERP software.

- Ability to multitask in an ever-changing environment while maintaining accuracy.

Preferred Skills:

- Post-high school education is preferred but not required.
- Experience in logistics or invoicing is a plus.
- Previous customer service experience is preferred.

Benefits:

- Competitive salary and benefits package.
- Opportunities for professional development and training.
- Positive work environment with a dedicated team.