



HAMMER PACKAGING

Leading with the Right People

Position Description for **Service Net Representative**

Reports To: Service Net Manager

Job Grade: 7

FLSA: 1

EEO: 5

Last Update: 9/3/2014

Previous Version: 3/24/2003

Qualifications:

Education/Certifications:

HS Diploma or equivalent

Knowledge/Experience:

2+ years in a customer service position in similar environment.

Skills:

Communication, PC, Multi-task, Problem Solving

Basic Accountability:

1. Knowledge of, understanding of and compliance to all Quality System Documents that are associated with this job description.
2. Actively participate in Hammer Packaging's Lean, Quality, Product Safety, SQF (Safe Quality Foods), and Workplace Safety Programs.
3. ESSENTIAL RESPONSIBILITIES
4. Establish and maintain a positive working relationship with all customers to handle incoming orders, complaints, etc....
5. Establish customer's needs and expectations that are not communicated.
6. Knowledge, understanding and implementation of the order entry process (Radius/vision). Training required to provide all paperwork necessary to print job bags.
7. Timely completion and circulation of customer and internal changes through the change order process
8. Communication of customer expectations to sales and manufacturing.
9. Communication of the actual production schedule to the customer.
10. Knowledge and understanding of Hammer Packaging manufacturing capabilities to communicate to customers.
11. Knowledge and understanding of Hammer Packaging policies, procedures and terms on condition of sale.
12. Knowledge and understanding of customer credit lines, Hammer Packaging invoicing policies and Hammer Packaging basic accounting system (Radius/Vision)
13. Responsible for incoming artwork and files and routing inside and out of all necessary proofs. Responsible for scheduling and attending New Job Meetings.
14. Attend daily production meeting to maintain knowledge of job schedule and status.



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15. Maintain the Vision database for all the accounts which you are responsible for.
16. Communicate inventories to customers when necessary.
17. Communicate to the Service Net Manager any scheduled time out of the office, as well as updating back-up personnel with the necessary information to cover in your absence
18. GENERAL RESPONSIBILITIES:
19. Help to organize plant visits by customers or prospective customers (their facility or ours), and arrange / attend press OK's.
20. Submit accurate, detailed requisition to an Authorized Purchaser or the Supply Chain Manager for processing
21. Perform other relevant duties, as directed by the Service Net Manager.

Base Training Period (Hours): 519

Working Conditions:



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Service Net Representative

Physical Job Requirements

0: Never, 1: Occasionally, 2: Frequently, 3: Constantly

Office/ Administration/ Management

Production/ Manufacturing

Use of Telephone:	<input type="text" value="3"/>	Standing:	<input type="text"/>
Standing:	<input type="text" value="2"/>	Sitting:	<input type="text"/>
Sitting:	<input type="text" value="2"/>	Kneeling:	<input type="text"/>
Walking:	<input type="text" value="2"/>	Bending Over Sideways:	<input type="text"/>
Lifting up to 10 lbs:	<input type="text" value="1"/>	Climbing Stairs:	<input type="text"/>
Lifting more than 10 lbs:	<input type="text" value="1"/>	Walking:	<input type="text"/>
Keyboarding or Typing:	<input type="text" value="3"/>	Lifting up to 10 lbs:	<input type="text"/>
Viewing Computer Screen:	<input type="text" value="3"/>	Lifting more than 10 lbs:	<input type="text"/>
Public Speaking:	<input type="text" value="1"/>	Lifting more than 50lbs:	<input type="text"/>
Climbing Stairs:	<input type="text" value="1"/>	Lifting more than 100 lbs:	<input type="text"/>
Meeting Participation:	<input type="text" value="2"/>	Exposure to High Speed Moving Parts:	<input type="text"/>
		Exposure to Chemicals:	<input type="text"/>
		Exposure to Chemical Fumes:	<input type="text"/>
		Exposure to Loud Noises:	<input type="text"/>
		Exposure to or Use of Sharp Objects:	<input type="text"/>
		Hand Truck Operation (Electric or Manual):	<input type="text"/>
		Focusing Using a Magnifying Glass:	<input type="text"/>
		Meeting Participation:	<input type="text"/>