



Riddell



## Job Summary

### Title

Customer Service Representative

### Division

Easton

### Location

Van Nuys, CA

### Reports To

Customer Service Manager

## CUSTOMER SERVICE REPRESENTATIVE

We're Easton-Bell Sports... We make gear. Football Gear. Hockey Gear. Bike Gear. Snowboarding Gear. Baseball Gear. And we're growing.

Our Customer Service team needs to grow with us.

#### Summary:

This position will be responsible for the daily computer processing of Electronic sales orders, to include Web generated sales order processing, including phone/faxed sales order and Return Authorizations (with possible EDI Transactions).

You will work loosely with various departments, including off-site Distribution Center, AP Facility, Credit Department, and Inventory Department. You will provide internal support Sales Reps, assigned accounts, and Customer Service team as requested.

**Contact:** To be considered you must log on to <https://home.eease.com/recruit/?id=419196> and apply to this position.

No phone calls please. Secondary sources will not be considered for this position. Easton-Bell Sports is an Equal Employment Opportunity company.

#### BASIC FUNCTIONS

- Process Electronic sales orders to include Web generated sales order processing and phone/faxed sales orders
- Process Return Authorization (with EDI Transactions)
- Interact daily and closely with various departments including off-site Distribution Center, AP Facility, Credit Department and Inventory Department.
- Provide internal support to sales representative and Customer Service Team
- Assigned accounts

#### REQUIRED QUALIFICATIONS

- Functional SAP knowledge
- Minimum of 3 years related experience in customer service



Riddell



- Computer skills with Microsoft Word and Excel
- Ability to handle heavy workloads and multitask
- Ability to meet firm deadlines
- Strong communication skills
- Good organizational skills
- High School Diploma or equivalent
- Team player

**PREFERABLE QUALIFICATIONS**

- Some college, AA degree or higher
- Call Center or manufacturing environment background
- Knowledge of sporting goods industry is a plus



**Riddell**

