



THE ORIGINAL

CONRAD IMPORTS, INC.
Job Description

Job Title: Customer Order Representative
Department: Order Processing
Reports To: Director, Customer Relations
FLSA Status: Non-Exempt
Posting Date: September 1, 2021

SUMMARY

Prepares worksheets with product specifications that are then used in the manufacturing and assembly of CONRAD Original Sunshades. Compiles and completes processing of orders for merchandise classified as "pending" (i.e. requiring follow-up with outside vendors, designers, showroom representatives, installers, etc.) due to certain complex or unusual variables written in the product specifications.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Compares representative and/or customer purchase order with specifications to determine method of assembly or manufacture and materials needed.

Makes comparative studies between documents relating to the project, can identify inconsistencies and potential errors.

Records data such as quantity, quality, type, and size of material, on worksheet.

Prepares sketches derived from basic templates for production to use as a reference in addition to the completed specification worksheets. Creates templates as required.

Edits orders received for price and nomenclature and types order form into system.

Evaluates discounts as requested by customers and representatives.

Determines and assigns commissions where split between different representatives as set forth by the sales department. Documents adjustments to sales representatives commissions, and shipping charges.

Works with production, sales, and customer service departments on the design and fruition of custom product requests.

Informs customer of unit prices, and any additional information needed by customer. Fills out

CONRAD IMPORTS	CUSTOM HANDWOVEN WINDOW COVERINGS	
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contract forms, determines charge adjustments for misquotes.

Places follow-up calls to a wide variety of types of customers, from installers to showroom representatives. Adjusts presentation of content of conversation to match specific interests of the customer, whether technical or qualitative.

Writes follow-up correspondence which incorporates complex measurements and design specifications in a simple to understand and easily readable manner, including detailed faxes which confirm and make succinct a potentially complex set of variables.

Solicits sale of new or additional services through presentation of alternatives when resolving problems with the method of fulfillment of the order as it is presented by the customer.

Anticipates questions other departments will have. When speaking with customers, documents conversations into company computer system using a high level of detail or other departments to reference, as occasions require.

Does a preliminary interview with customer; then refers complaints of service failure, and representative suggestions, to Customer Service and/or Marketing.

Compiles statistics and prepares various reports for management.

SUPERVISORY RESPONSIBILITIES This job has no supervisory responsibilities

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The 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 and/or EXPERIENCE Transferable customer service and sales skills. Interior Design, design, creative arts, or home furnishings industry experience/knowledge.

Associate's degree (AA) or equivalent from two-year college or technical school; one year related experience and/or training; or equivalent combination of education and experience.

BENEFITS AND COMPENSATION

Salary: \$50,000.00 plus

Benefits include medical, dental, vision, disability and life insurance; 401K with immediate 100% employer vested matching; profit-sharing; medical and childcare flexible reimbursement plan; flexible hours; fifteen paid time off days and continues to increase with length of employment; discretionary annual bonus; and more!

More about CONRAD:

CONRAD is a rapidly growing employer with a dynamic and diversified work culture. We offer the opportunity to excel in the interior design and sales fields, working with a very high quality, unique and specialized product. We offer an excellent compensation and benefits package and promote ongoing career and personal development. We maintain an appropriately casual atmosphere, and are within a block of quality food venues and district shopping. We are easy to locate in the sunny Bayview district.

We invite you to visit our website at www.conradshades.com!

For consideration, send your cover letter and resume to:
Yolonda Greenwell-Reese, Human Resources Manager

E-MAIL: Jobs@Conradshades.com

FAX: (415) 741-2849