



## POSITION DESCRIPTION

**Position Title:** Customer Service/Sales Associate  
**Position Location:** CMP South, 1470 Sentinel Drive, Anniston, AL 36207  
**FLSA:** Hourly Non-Exempt  
**Reports To:** Customer Service/Sales Supervisor

### Position Summary:

Processes sales orders for multiple categories of items.

### Position Responsibilities:

The responsibilities of the position include:

- Receives orders and verifies that customer meets all CMP eligibility criteria.
- Submits customer information to FBI NICS system.
- Inputs sales orders into CMP sales order processing system.
- Charges customer credit cards as required.
- Contacts customers to resolve problems.
- Responds to customer inquiries.
- Maintains paper files of customer orders.
- Works as store attendant when scheduled.

### Relationships:

**Reports to Customer Relations / Sales Supervisor.** Work is performed under the technical supervision of supervisor who issues general work assignments, controls flow of day-to-day work, and explains major changes in procedures. Employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers unfamiliar situations not covered by instructions to supervisor. Work is spot-checked to determine if finished work is accurate and in compliance with established procedures.

**Level & Purpose of Contacts:** Contacts are usually with other CMP employees to share information. Contacts with customers are primarily for exchanging information and resolving minor problems.

**Supervisory Responsibility:** None, but at this level employee may be required to train lower graded employees and review their work for accuracy.

**Guidelines Available to Employee:** Specific, detailed guidelines covering all important aspects of the work are provided. They include oral and written instructions and documented procedures. Employee may use some judgment in making slight deviations from established guidelines.

**Physical Demands & Work Environment:** Work is primarily sedentary. Employee may sit comfortably to do the work. There may be some walking, bending, carrying of light items such as papers or files. No special physical demands are required to perform the work. Work is usually performed in an office environment but does occasionally involve work in warehouse to conduct inventories or retrieve items from shelves or cabinets.

**Complexity Level:** Low. Work includes a variety of detailed tasks that are clear-cut, directly related, and concerned with the procedural processing of sales orders.

**Scope & Effect:** Medium. The work involves the performance of specific, routine operations that include a few separate tasks and procedures. The work affects the timeliness and accuracy of further processes in meeting customer requirements and the degree of customer satisfaction.

**Education Requirements:** High School diploma or equivalent or two years employment performing clerical duties.

**Position Qualifications:**

- Work at this level requires knowledge of commonly applied rules or procedures typically requiring limited training and experience. Training in use of personal computer or terminal operation is used for basic entry and retrieval information.
- Ability to understand customer inquiries and provide correct answer. Ability to notice trends and report them to supervisor. Ability to understand the effect of minor deviations from established procedures.