



JOB DESCRIPTION

JOB TITLE: Product Support
EXEMPT: NO
DEPARTMENT: Purchasing

DATE: January, 2022
REPORTS TO: Purchasing Director

SUMMARY: Under general supervision by the Director and guidance by the Pod Leader, plays a critical support role on a Pod team. Grows in knowledge and expertise in the designated category and learns the basics of negotiating skills and processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, and other duties as may be assigned:

PRODUCT CATEGORY SUPPORT

- Supports the work of a Purchasing Team to help meet annual team goals
- Delivers effective vendor support through the accurate processing of passings, confirmations, vendor cost and pricing files
- Develops product expertise in designated categories over time
- Communicates price sheets to members

CUSTOMER SERVICE

- Provides excellent member and vendor support services
- Monitors, tracks, addresses and/or seeks help with emerging issues

GENERAL REQUIREMENTS

- Establishes and maintains effective channels of communications with a variety of partners
- Is organized, self-motivated, dependable, detail-oriented and driven by team and personal excellence
- Adjusts tasks in accordance with changing deadlines and priorities
- Works as part of a cohesive Team

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with or without reasonable accommodations.

EDUCATION AND/OR EXPERIENCE

- This is an entry level position met through any combination of education and experience that would allow the incumbent to perform the duties, typically through a high school diploma or GED and a year of general office or computer experience.

COMPUTER SKILLS

- Computer literacy with the ability to quickly learn company software

LANGUAGE SKILLS

- Ability to respond to basic inquiries from the public, co-workers, and business affiliates; ability to read and write memos and correspondence that conform to prescribed style and format

MATHEMATICAL SKILLS

- Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations

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REASONING ABILITY

- Ability to define problems and apply company policies and procedures in coordination with Team-members

GENERAL JOB PERFORMANCE STANDARDS: Employees must meet the following job performance standards:

- **Quantity Of Work** – Accomplish an appropriate volume of satisfactory work under normal conditions
- **Quality Of Work** – Consistently demonstrate accuracy, thoroughness, neatness and dependability
- **Timeliness** – Complete assignments on or ahead of schedule
- **Ability To Learn New Duties** – Interpret and learn from new situations
- **Teamwork** – Build an environment that fosters teamwork through positive and supportive cooperation
- **Attendance & Punctuality** – Show daily ability to be at work at scheduled time, including returning on time after breaks, meal periods and other authorized absences from work

WORKING CONDITIONS - working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

ENVIRONMENT

- Approximately 95% of the time performing job duties is spent indoors in a standard office environment
- Approximately 90% of the time is spent on the computer and telephone
- Noise level in the work environment is usually moderate

PHYSICAL DEMANDS:

- **Continuously:** sit, reach with hands and arms, see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone)

MACHINES, TOOL AND EQUIPMENT:

- **Occasionally:** copier, fax, and 10-key calculator
- **Continuously:** writing instruments, computer and telephone