

Geiger Ready-Mix Job Description

Job Title: Ready-Mix Customer Service Representative

SUMMARY

We are looking for Geiger-Ready Customer Service Representatives (CSRs). CSRs are dedicated problem solvers, working closely with our customers to answer questions about concrete mixes, learning their order patterns and jobsite needs, and building long-lasting relationships. If you're a fast learner who wants your team members to feel like extended family, you might be ready to start your career at Geiger.

At Geiger Ready-Mix, the team comes first. That's why we hire from within when we can. CSRs have the chance to apply for Training Lead and Dispatch roles after they can consistently perform their duties. Dispatchers schedule deliveries for the orders that CSRs take from Geiger Ready-Mix customers. Dispatchers use their ready-mix knowledge, strategy, and customer wants and needs to minimize delays and maximize cost-effectiveness.

As the voice of Geiger, CSRs are highly dependable, have a great sense of humor, and take pride in learning something new every day.

This position is based in the Kansas City Metro and surrounding areas. Geiger Ready-Mix has locations in Kansas City, KS, Leavenworth, KS, Lee's Summit, MO, Liberty, MO, and Olathe, KS.

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

Customer Service:

1. Receives customer orders by telephone call.
2. Gathers information from customers to determine proper quantity, mix, delivery time, and job site location for each order, making notes of any special or unusual customer requests.
3. Suggests value-added products to customers to enhance Ready-Mix performance based on the nature of the customer's job.
4. Enters the customers' orders into the dispatch system accurately and efficiently.
5. Advises customers of any potential issues/concerns regarding product order, such as load limits, scheduling conflicts, vehicle weight limitations, etc.

Dispatching, upon mastering Customer Service role:

1. Schedules mixer trucks to ensure maximum efficiency while meeting the needs and expectations of customers.
2. Generates accurate delivery tickets to the plant manager in a timely manner.
3. Communicates with mixer drivers, plant managers, production managers and operations managers on a frequent and regular basis to avoid or address issues or other problems.

4. Monitors mixer truck status to ensure customer satisfaction and maximum equipment and labor utilization.
5. Works closely with operations to ensure drivers follow local, state, and federal Department of Transportation (DOT) guidelines and regulations.
6. Adjust dispatch schedules as needed to reflect current and accurate information.
7. Communicates with plant manager daily to relay mixer driver start and finish times.

QUALIFICATIONS AND REQUIREMENTS: The requirements listed below show the knowledge, skill and/or ability required for successful performance. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. High school diploma or equivalent required.
2. Knowledge of Kansas City Metro area strongly preferred.
3. Minimum three years of work experience with construction or concrete industry experience preferred, but not required.
4. Maintains a positive attitude with customers and other employees in stressful situations.
5. Comprehends and converses in the English language, bi-lingual preferred (at a minimum, the ability to understand and to be understood by Spanish speaking individuals).

PHYSICAL DEMANDS: The physical activities described here are representative of those conducted during a workday. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

1. Extensive radio and phone communication.
2. Extended periods of sitting, occasional standing, bending, kneeling, stooping, reaching, grabbing, and pulling.
3. Frequent use of fingers, wrists, and hands to enter data using a keyboard.
4. Specific vision abilities (with corrections) required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Professional environment within a climate-controlled office.
2. Routine use of standard office equipment such as computers, phones, photocopiers, and file cabinets.
3. Long hours, possible early morning start times as deemed necessary.