

**Company Name: Buckeye Ready Mix, LLC.**

**Job Title: Customer Service Representative**

**Employee Name:** \_\_\_\_\_

**Department: Sales & Engineering**

**Status: Hourly**

**Reports to: Dispatch Manager**

### **Job Summary**

The Customer Service Representative (CSR) is the first point of contact for Buckeye Ready Mix customers and plays a critical role in ensuring excellent service. This position handles incoming calls, takes and schedules customer orders, negotiates delivery times, and coordinates with the dispatch, sales, and production teams. The CSR builds strong business relationships, promotes value-added products, and ensures all order and delivery details are accurate and clearly communicated. The CSR must consistently demonstrate professionalism, a positive attitude, and a strong commitment to the company's mission, vision, and values.

### **Key Responsibilities**

- Answer incoming calls promptly with a professional, courteous, and positive attitude, providing a strong first impression of the company.
- Take detailed and accurate customer orders, ensuring all delivery, product, mix, slump, spacing, and contact information is properly recorded in the system.
- Promote and recommend value-added products, mix options, and services to help customers get the best solutions for their needs.
- Confirm and repeat all order details back to the customer to avoid errors, ask about upcoming or additional orders, and thank them for their business.
- Negotiate and coordinate delivery times with customers, offering alternative time slots when needed to maximize scheduling and customer satisfaction.
- Be proactive in communicating with customers about potential delays, schedule changes, or service updates, helping manage expectations and reduce disruptions.
- Maintain consistent, clear communication with the Customer Service Manager, Scheduler, Dispatch, Quality Control, and Sales teams to coordinate orders, troubleshoot issues, and ensure smooth operations.
- Coordinate the timely dispatch of mixer trucks, ensuring the right truck is assigned to the right job based on load size, plant location, and delivery schedule to maximize efficiency and service reliability.
- Verify accurate addresses, directions using landmarks and cardinal points (N/S/E/W), delivery instructions, mix specifications, special requests, and jobsite details.
- Manage COD orders by ensuring prepayment or approved payment arrangements, and capture all required documentation, such as PO numbers or job numbers.
- Assist in monitoring order flow, truck spacing, load sizes, and plus loads to support efficient plant operations and customer satisfaction.
- Monitor cement inventory levels and place timely orders to ensure uninterrupted concrete production and avoid material shortages or excess.
- Develop, adjust, and communicate daily driver schedules to maximize delivery efficiency, meet customer commitments, and support plant operations.
- Accurately take and process customer orders, capturing all necessary details for delivery, product specifications, and scheduling, and ensure smooth coordination with plant and dispatch teams.
- Use mapping tools (e.g., Google Maps) to accurately pin and verify delivery locations; follow up with customers if information is unclear.
- Always end customer interactions on a positive, solutions-focused note, demonstrating a "can-do" attitude even in challenging situations.

- Participate in team meetings, training, and continuous improvement efforts to improve customer service and dispatch operations.
- Perform multiple roles as needed, including taking customer orders, dispatching trucks, and scheduling drivers for current and next-day deliveries to ensure smooth daily operations.
- Work flexible hours as needed, including early mornings, late evenings, or weekends, depending on business demands and customer scheduling needs.
- Perform other duties as assigned to support the department and company goals.

## **Qualifications / Experience**

### **Education:**

- High school diploma or GED required.

### **Experience:**

- 1–3 years of customer service experience, preferably in construction materials, manufacturing, logistics, or a similar fast-paced environment.
- Prior experience in order entry, dispatching, scheduling, or inside sales is highly desirable.
- Familiarity with concrete products, construction materials, or the ready-mix industry is a strong advantage.

### **Skills, Abilities, and Personal Attributes**

- Excellent phone etiquette with a clear, professional tone.
- Strong customer service, relationship-building, and problem-solving skills.
- Attention to detail with solid data entry and organizational abilities.
- Ability to multitask, prioritize, and perform under pressure.
- Proficient with computers and basic math; willing to learn technical product details.
- Positive, proactive attitude with honesty, accountability, and teamwork.
- Professional, courteous, and respectful in all interactions.

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Employee Initial & Date

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Supervisor Initial & Date