

## Job Description

**Department:** Office

**Job Title:** Customer Care Estimator and Designer

**Pay Grade Level:** 5

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### **Purpose and Description:**

The Customer Care Designer will have a working knowledge of the company and cabinet product lines, enabling them to interact with customers and employees.

### **Duties Include:**

- Drawing in the design software
- Processing quotes and orders
- Producing shop paperwork and correct billing information
- Responding to customer inquiries and finding solutions to problems pertaining to orders with shop and customers
- Accurate scheduling for production capacity and delivery
- Ability to read and understand part stickers, cabinet drawings, and material sheets
- Ability to understand standard and metric measurements
- Clean work area and keep organized appropriately
- Follow all procedures and safe work practices
- All other duties as assigned

### **Skills, Education, and Experience Required:**

- Education: 2 year Associate Degree in Design or 2 to 3 years experience in the design field
- Proficiency in design software-Cabinet Vision
- Knowledge and ability of interpreting construction documents and scaling from blueprints
- Have outstanding customer service skills
- Excellent verbal and written communication skills
- Proficiency in Microsoft Office programs and general computer skills
- Ability to use standard office equipment (phone, fax, copier, computer)
- Requires:
  - Intermittent intense levels of concentration
  - Manage multiple requests and variable time factors impacting job
  - Careful organization and planning are necessary
  - Must be accurate

### **Special Job Demands (working conditions, travel, hazards, etc.):**

The job is performed indoors in a traditional office setting. Activities include extended periods of sitting and extensive work at a computer. Standing/walking are necessary to complete job duties.