



Job Summary

Provides customer service and resolves issues by offering solutions, explanations, options or by arranging for service.

General Accountabilities

- Manages projects as required to meet project/invoice deadlines.
- Improves scheduling, creates POs, creates invoices, and maintains production process and workflow
- Efficiently records project progress in timeline
- Support sales teams to the best of your ability, which includes not being limited to update shipping project prepare samples etc.
- Maintains accuracy of all documentation, shipping, and production schedules
- Attend weekly production meetings
- Ensures day to day production demands are met
- Meets customer needs, offers options, resolves problems and follows up with customers.
- Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor.
- Provides information regarding policies and procedures, terms and programs relating to service area for outside customers.
- Identifies and prioritizes problems and issues related to service area.
- Performs research, offers solutions, options and strategies.
- Tracks problem status until resolution is achieved.
- Sample trucking and provide customer sample tracking status.
- Maintains close contact with customer to give updates on progress toward resolution of issue or service request.
- Processes applications, releases, cancellations, adjustments, changes, requests, fees, invoices and other related paperwork.
- Maintains quality/quantity standards.
- Verifies contracts or forms for completeness and accuracy of information.
- May act as representative for department at internal committee meetings
- Compiles statistical reports and studies as requested.



Job Qualifications

- Minimum Experience: 1 year work experience or customer service experience as substitute for min. experience
- Preferred Education: Bachelor's Degree
- Preferred Experience: 3 Years
- Preferred Field-of-Expertise: Customer service

Competencies

- Problem Solving - Identifies and resolves problems time efficiently; Gathers and analyzes information; Develops solutions; Uses reason.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions.
- Writing Communication -
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.
- Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Follows through on commitments.