



POSITION OPENING

POSTING DATE: February 5, 2019

POSITION: Technical Customer Service Specialist

REPORTS TO: OEM Components Sales Manager

SALARIED POSITION

GENERAL SUMMARY: Focused on creating an enhanced customer experience this position provides service & technical support for States Industries retail, architectural, and OEM accounts. This position is responsible for managing a high volume and a high degree of communication that includes order, inventory, systems & process management. In addition, providing back up to the components cost estimator.

ESSENTIAL JOB FUNCTIONS:

- Acts as an advocate for the customer inside the States' organization, conducting business in a 'WIN WIN' fashion' while maintaining clear and direct lines of communication throughout the entire organization to meet customer requirements.
- Works closely with the scheduling and procurement departments to identify and meet the needs of customer orders.
- Maintains correspondence with customers, performs pre- and post-delivery follow-up with customers, providing information regarding anticipated delays, shortages, overages, and assists in the handling of claims, invoice and other disputes while maintaining a positive relationship with the customer.
- Monitors pricing, costs and margins on specific items, orders and customers on a daily basis to flag inconsistencies and changes in costs and ensure sales and margin targets are met.
- Strives for continuous improvement in all aspects of States Industries' customer service, customer satisfaction and company operations.
- Provides back up to Components Cost Estimator and seeks to analyze and improve the link between component quoting and wins.
- Serves as Project Manager for large component orders, seeking to deliver high quality product and service.

NECESSARY SKILLS:

- Ability to listen, understand, analyze, and design, new systems and process
- Work independently with a minimum of supervision.
- Excellent verbal and written communication skills
- Strong computer skills are necessary in Word, Excel and Outlook
- Attention to detail and organizational skills, with the ability to prioritize and handle stressful situations with a high energy level
- Good team player
- Willing to travel as required
- Flexibility and adaptability – enjoy changing environment
- Customer service experience

DESIRED SKILLS:

- Blueprint reading
- CAD experience
- Knowledge of Hardwood plywood and Components manufacturing

WORKING CONDITIONS:

- Primarily office environment
- Fast paced, demanding, and under pressure

ANY EMPLOYEE INTERESTED IN THIS POSITION SHOULD SUBMIT A RESUME TO THE HUMAN RESOURCES DEPARTMENT BY TUESDAY, FEBRUARY 12, 2019.