

Responsible for overall management of customer account from time of coil arrival through order shipment. Responsible for creating for customer work orders, manufacturing orders, and customer invoices. Maintain positive customer relations and service with internal and external customers.

- Use independent judgment to obtain resolution for customer issues and concerns.
 - Maintains positive customer relations through personal and telephone contact.
 - Participate in scheduling meetings and prioritize production schedules based on customer requirements.
 - Manages the preparation and entry of all customer orders and forecasts with a goal of 100% satisfaction.
 - Keeps customers and appropriate sales rep updated of order status, quality concerns and potential delivery problems that may arise.
 - Monitors customer complaints and coordinate problem resolution.
 - Monitors and manages customer inventory levels to support 100% on time delivery while balancing optimum inventory levels.
 - Proficient in Microsoft Office and Outlook.
 - Experience with ERP systems, Bill of Materials, and Shipping Routers
 - Strong team player who works well with other functional areas.
 - Provides strong level of customer service for internal and external customers.
 - Self starting, ability to work with little supervision, and able to manage multiple initiatives.
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- 2 - 5 years experience in an office or manufacturing environment including prior customer service experience
 - Excellent communication, interpersonal, organizational skills.
 - Ability to prioritize deliverables to meet sensitive timelines.
 - Demonstrated ability to take initiative and be resourceful in order to achieve business outcomes.
 - .Must be detail oriented with good follow through skills and the ability to work with a variety of departments and levels within the organization.
 - Courteous, pleasant and positive attitude with the ability to work under pressure.