

# Customer Service Representative (CSR)

 **Department:** Sales     **Reports to:** Customer Service Manager     **Employment Type:** Non-Exempt – 8:00 a.m. to 5:00 p.m.

## About the position:

The CRS is the liaison between the customers and the company. They will maintain a direct relationship with the assigned customer base in order to gauge the customers behavior, desires and wishes; will be preemptive about the customers, needs and will be an active link between the customer and the customers' sales manager. Additionally, The CSR is responsible for processing their customers' orders from entry to shipment, maintaining their files, answering questions, responding to customer complaints/issues, initiating returns as needed.

## About us:

As a specialist within the STOCKMEIER Group, an organization rich in tradition, we have been developing and producing polyurethane systems such as coatings, adhesives, sealants and elastomers for a wide variety of industrial and sports applications since 1991. To this day, we have been family-owned and operated, providing us with a solid base for the considerable growth we have experienced in the past two decades. With production and research facilities located in Germany, France, the United States, and the United Kingdom, we employ over 180 employees, manufacture and develop over 1,500 products, and serve over 5,000 customers globally.

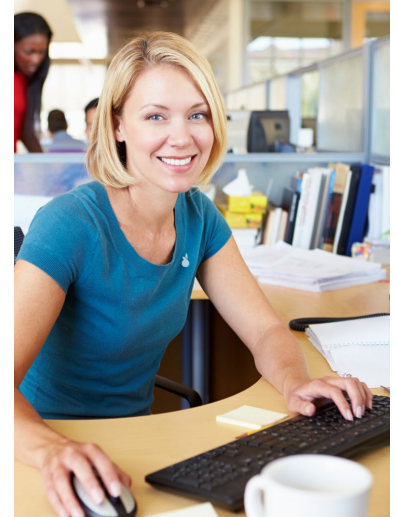
## Responsibilities

### Sales

- Will create, foster, and maintain a friendly relationship with CSR's customers to strengthen the relationship and lay groundwork for better service and additional business.
- Will monitor the customer's behavior to gauge needs and to act preemptively on them.
- Will inform the Sales team about oddities, concerns, and special requests.
- Will seek opportunities to be passed on immediately to the assigned sales manager.
- Process orders from order entry to shipping. Coordinate with operations and accounting departments for ship date and status of accounts payable while staying in communication with the customer.
- Generates and reviews outbound shipping documents, such as bills of lading, HAZMAT signage, etc., to ensure they are accurate and complete.
- Responsible to maintain customer profile and notify operations on any special needs the account has.
- Process and ship customer and prospect samples.
- Process shipping claims associated with courier and full truck shipments.
- Process credit request for carrier, data entry or invoicing errors for review and approval.
- Notify management about customer complaints and concerns.

## Skills, Experience, & Requirements

- High school diploma or equivalent.
- Minimum one year of customer service experience.
- Need to be able to create and maintain relationship with the assigned customer base.
- Strong written and oral communication skills and attention to detail.
- Ability to use standard office equipment such as computers, phones, photocopiers, and fax machines.
- Strong work ethic, positive attitude, and the ability to work well with others.
- All candidates must undergo and pass a drug screening and a reference security check.



- Obtain freight quotes.
- Maintain approved freight broker listing.
- Maintain production Ready to Ship lists and Sample Request log.
- Upkeep customer and prospect price lists.
- Upkeep export paperwork.
- Create and maintain customer files and customer records in Sage.
- Support the outside sales team.

### Front Desk

- As needed, greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Maintain security by following procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Answer, screen and forward any incoming phone calls while providing basic information when needed.
- Responsible for Mail (retrieving incoming, distributing to staff, sending outgoing).
- Maintain updated Certificates of Insurance and Contractor Licenses.

### ISO Responsibilities

- Ensure understanding of the Quality Policy and Quality Objectives
- Ensure customer orders are processed correctly
- Make sure the customer is receiving the correct product

### Disclaimer:

The above statements are intended to describe the general nature and level, or work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Have we sparked your interest? Then we look forward to your application. Send resume and cover letter to:



STOCKMEIER Urethanes USA, Inc.  
Attn: Crystal Rakosky  
20 Columbia Boulevard Clarksburg, WV 26301-9606  
Tel: +1 304 624 7002  
Fax: +1 304 624 7020  
Mail: [c.rakosky@stockmeier.us.com](mailto:c.rakosky@stockmeier.us.com)  
[www.stockmeier-urethanes.com](http://www.stockmeier-urethanes.com)