



STOCKMEIER URETHANES

As a specialist within the STOCKMEIER Group, an organization rich in tradition, we have been developing and producing polyurethane systems for industrial and sports applications since 1991.

Do you fit this description?

The focus of this position is working with and through others, building and maintaining relationships, and working closely and accurately within established guidelines. There is a need for an effective communicator, someone who can stimulate and motivate others while being aware of and responsive to their needs and concerns. There will be many different people to meet and work with. The person in this position must be friendly and genuinely interested in the business, agenda, and needs of others, including the company, its management, the team, the company's customers, or all the above. A persuasive, teaching style of communication is required to communicate the company's policies, programs, and systems. A faster-than average pace will be the norm for this position. Detail work is a major focus of the job, and those details need to be handled quickly, correctly, and efficiently. This portion of the work will often focus on relationships with others; correct handling of details dealing with others is necessary to maintain and grow relationships. If the job involves managing others, following up carefully, closely, and cheerfully is required to ensure both correct work and maintenance of the relationships. Necessary corrections must be made in a constructive, supportive manner. As time is usually a factor, the work must be done on time, as well as correctly. In general, this is a position where guidelines, structure, and established policies must be followed closely, while working with and for others.

CUSTOMER SERVICE REPRESENTATIVE

The Customer Service Rep is the liaison between the customers and the company. The CSR 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, they are responsible for processing their customers' orders from entry to shipment, maintaining their files, answering questions, responding to customer complaints/issues, initiating returns as needed.

Compensation: Hourly

Benefits Offered: Vision, Medical, Life, Dental, 401K

Employment Type: Full-Time

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.
- 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.

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RESPONSIBILITIES

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

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 DRUG SCREENING AND A REFERENCE SECURITY CHECK.

Send Resume and Cover Letter To:

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