Corrugated Packaging Customer Service Representative

This position is an extension of the sales team and has responsibility for supporting an assigned Customer account base. He/She will assist sales by maintaining accounts while developing strong Customer relationships to support and promote current and future business opportunities. The Customer Service Representative will lead various projects.

- Demonstrate a commitment to Safety and perform job duties in accordance with company Safety policies and procedures.
- Liaise between Customer and facility by assisting Customers, production, design, shipping and account managers on a daily basis by various means.
- Develop strong, internal working relationships to support and promote efficient, timely, and accurate response to Customer expectations.
- Process orders and new items received from Customers and sales using various technology applications.
- Enter information into estimating system or request product quotes, as applicable, to provide costing to management for analysis and pricing.
- Provide formal quotes to sales and Customer.
- Track orders, initiating changes and expediting per Customer or sales requests. Communicate same to sales, management and Customer.
- Coordinate the necessary delivery schedules with scheduling and the shipping department communicating same with sales, management and the Customer.
- Manage and track Customer warehouse product to ensure availability and min/max levels while managing overruns and underruns. Analyze monthly usages and re-stocking per Customer.
- Initiate outside manufacturing orders, as appropriate, communicating all necessary details and handling follow-up required.
- Address Customer complaints and questions seeking aid from sales and management as necessary.
- Follow established processes and procedures to ensure accuracy of work.
- Maintain Customer files.
- Generate various reports and distribute accordingly.
- Maintain proper checks and balances for optimum cost benefits relative to margin and Customer pricing.
- Understand cost information and identify opportunities for cost containment and margin improvement.
- Ensure accurate product pricing for invoicing.
- Coordinate accounting credits.
• Foster a lean culture to drive continuous improvement, cost control and waste reduction in all facets of our operation.

The ideal candidate will have a minimum of 2+ years customer service in the corrugated industry. This person will have superb customer service, computer and administrative skills as well as excellent verbal and written communication skills. Knowledge of the manufacturing process and two year degree preferred. Knowledge of corrugated mfg.

• Experience in corrugated packaging industry
• Work efficiently and accurately
• Apply technical and functional expertise
• Analyze and solve problems
• Excellent communication and listening skills
• Self-driven
• Excellent attendance