

Customer Service Rep - Customer Service

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Company: AirBoss of America Corp

Location: Kitchener

Category: computer-and-mathematical

AirBoss of America Corp. develops, manufactures and markets high-quality, proprietary rubber-based products to various industries, including automotive, heavy industry, construction and infrastructure, oil & gas, and defense. For more information go to .

Position Overview

As the Customer Service Representative, you will be supporting our customers as our first point of contact. Responsible for servicing our customers, maintaining, and growing relationships, processing orders, invoicing/credits, data entry, and order management. The individual will be self-motivated, and able to work under pressure in a fast-paced environment. This position reports to the CSM.

We are looking for an enthusiastic, highly motivated customer service representative to provide excellent customer satisfaction. Candidates should have a background in customer service, ideally in a manufacturing setting, along with exceptional communication, listening, and problem-solving skills.

Primary Responsibilities

Contract Review Order Management Process; Oversee and optimize the end-to-end order management process within the ERP system with efficiency and accuracy, from order receipt to invoicing.

Monitor order status; Proactively identify and resolve issues or delays, and provide regular updates to customers and internal customers regarding order progress and expected delivery dates. Act as a liaison between customers, production, sales, technical, and accounting to resolve customer concerns, deliveries, and invoicing issues.

Maintain comprehensive and organized records of customer interactions, orders, and resolutions.

Key Performance Indicators (KPIs); Provide details and reports on KPIs related to order management, such as order confirmation cycle time and late order reason identification.

Demand Planning; Maintain a constant relationship with customers, sales, and manufacturing teams to understand the demand forecasting drivers.

Qualifications

Proficiency and problem-solving; a positive attitude with all customers consistently and equally. Solving problems in a timely manner is essential, identifying and then implement solutions effectively. Seeks guidance when needed.

Excellent interpersonal, listening skills, strong communication skills ; Clear positive communication skills, good natured, ability to handle high levels of pressure and critical decision-making. Ability to multitask, prioritize, and manage time effectively within a fast-paced environment. Ability to work positively with other team members.

Attention to detail; manage customer accounts and resolving issues accurately. Accurate administrative skills and attention to detail.

Customer Service Experience;

Accounting essentials; process daily invoicing and issue customer credits.

Proficient computer skills ; Microsoft Excel, Access and PowerPoint. Knowledge of ERP (IFS).

AirBoss Rubber Solutions is an Equal Opportunity Employer. We thank all candidates for their interest in AirBoss Rubber Solutions. However, due to the high volume of applications, only those applicants who meet the minimum requirements for the role will be contacted.

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