



## Position Opening: Customer Service Representative

Leaman Container, Inc., headquartered in Fort Worth is currently hiring a Customer Service Representative to fit in with an established, tenured, successful Fort Worth team. We specialize in corrugated boxes, packaging and shipping products. This position will be responsible for customer service support to the sales department and customers.

### Responsibilities

- Prompt, efficient and courteous customer service.
- Receive, process and monitor progress of customer orders to align with the overall business strategy of the facility.
- Responsible for communication during order entry to plant and or sales management of discrepancies in pricing below guidelines of key financial metrics.
- Responsible for expediting order changes and negotiating those changes with customers.
- Responsible for expediting flow of information regarding specifications, orders and customer requirements to manufacturing.
- Enter orders and prepare costs for repeat and new items consistent with plant booking system.
- Attend production meetings and help communicate customer priorities.
- Maintain the integrity of the backlog system and on-time delivery.
- Apprise customers of order status as appropriate.
- Ensure accuracy of files by maintaining up to date specification file and price changes.
- Maintain price quote system and credibility.
- Review customer orders for completeness and accuracy; expedite flow of new item information.
- Handle customer complaints and solicit feedback.
- Enhance customer relationships by maintaining specific call patterns.
- Communicate with the salespeople on a regular basis regarding activities within their respective accounts.
- Track finished goods inventory where appropriate.
- Handle incoming phone calls and assist as backup for receptionist.

### Requirements

- Two years of college or Three (3+) years of customer relations/service experience in a manufacturing setting, preferably 1+ year corrugated industry specific customer service experience.
- Excellent phone etiquette and courteous, professional communications with customers and team members.
- The ability to perform math functions including work with fractions, manipulating and recording figures to provide accurate quantities.
- The ability to multi-task, prioritize work effectively and work in a fast paced environment with competing priorities and demanding customer base.
- Able to remain flexible and adapt to the situation and provide either leadership or follow instructions and work independently.
- Enthusiastic, customer focused, self-motivated, innovative and aggressive.
- Knowledge of the industry, their characteristics and specifications, pricing and costing practices, preferred.
- Experience with Microsoft Office required.
- Experience with Imaginera preferred.
- Ability to lift and carry 25 lbs.

### Compensation:

- This position is an hourly position with benefits, vacation and 401k. This is a professional position that rewards dedication, loyalty and hard work.

**Reports To:** Customer Service Manager

Please email your resumes and inquiries to [j.bucek@leamancontainer.com](mailto:j.bucek@leamancontainer.com).