

Do you have manufacturing customer service experience? Do you enjoy solving problems for your customers? Take advantage of a career with a family-oriented company that places a strong focus on caring for their customers and employees.

Join a stable manufacturer that specializes in custom corrugated products and find out why our many long-term employees love to continue here.

Leaman Container, a trusted name in packaging since 1974, is seeking a **Customer Service Representative** for the facility in **Fort Worth, Texas**.

**Benefits to you of this position:**

- **Competitive Compensation: \$21.00 – 24.00/ hr.**, depending on experience
- **Full Benefits: Medical, Dental, Vision, 401(k), Tuition Reimbursement for related education, Cell phone allowance**
- **Excellent job stability:** Family-owned company for almost five decades with many long-tenured employees and a highly supportive team.
- **Great team environment:** Team members enjoy a less stressful, more reasonable pace of production than mass manufacturing, as well as bonus perks and prize drawings.
- **Ongoing training opportunities**
- **Climate controlled office space**

**Minimum Requirements:**

- If you have at least **two years of customer service experience with at least one year in a manufacturing or parts distribution environment, we want to hear from you!**
- Proficiency with **Excel, Word, Outlook, Windows, and Imaginera or equivalent ERP systems.**

**Duties & Responsibilities:**

*The Customer Service Representative is responsible for receiving, processing, communicating all inquiries and complaints while interacting with customers or sales representatives.* Key responsibilities include:

- Provide prompt, efficient, and courteous customer service.
- Receive, process, and monitor progress of customer orders
- Ensure accuracy of files by maintaining up to date specification file and price changes
- Attend production meeting sand help communicate customer priorities
- Apprise customers of order status as appropriate
- Facilitate process for new item creation
- Handle customer complaints, questions, and follow-up with appropriate internal personnel as required.
- Enhance customer relationships by maintaining specific communication patterns
- Communicate with sales staff on a regular basis regarding activities with their respective accounts.

**About the Company:** Leaman Container is a manufacturer of custom corrugated packaging located in Dallas-Fort Worth, with over 40 full-time employees, four buildings at 89,000 square feet, 13 machines, and a warehouse full of packaging products. We take pride in our stringent quality control standards that minimize waste and led us to several nationally ranked safety records.

*All qualified applicants will receive consideration for employment without regard to race, sex, color, religion, national origin, sexual orientation, gender identity, disability, veteran status or any other characteristic protected by federal, state or local law.*