



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 small business customer and will-call.

Responsibilities

- Prompt, efficient, and courteous customer service.
- Receive, process and monitor progress of customer orders.
- Responsible for expediting order changes and negotiating those changes with customers.
- Ensure accuracy of files by maintaining up to date specification file and price changes.
- Attend production meetings and help communicate customer priorities.
- Apprise customers of order status as appropriate.
- Facilitate the red dot process for new item creation.
- Generate quotations based on customer's estimated spend for stock and catalog items.
- Handle customer complaints and solicit feedback.
- Enhance customer relationships by maintaining specific communication patterns.
- Communicate with the sales staff on a regular basis regarding activities within their respective accounts.
- Research status of items on customer orders and communicate with appropriate team members.
- Handle incoming phone calls and assist as backup for receptionist.

Requirements

- Associate Degree or three (3+) years of customer relations/service experience in a manufacturing setting, preferably 1+ year corrugated industry specific customer service experience.
- Excellent phone and email etiquette. Courteous, professional communications with customers and team members.
- The ability to perform math functions including work with fractions, decimals, and manipulating and recording figures to provide accurate quantities.
- The ability to multi-task, prioritize work effectively and work in an 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, and detail orientated.
- Experience with Microsoft Office required.
- Specific experience in writing basic formulas and formatting in MS Excel required.
- Experience with Imaginera preferred.
- Experience with at least one ERP system in a manufacturing environment required.
- Ability to lift and carry 35 lbs.
- Work on site.

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: r.haines@leamancontainer.com