

We are a leading manufacturer of industrial fluid process controls and we are in the process of adding key positions to support our rapid growth strategy. We are looking for a talented **Customer Service Manager** to join our sales & marketing team.

**Description:**

The Customer Service Manager is responsible for the day-to-day order management process as well as the internal support of the field sales team. This individual will also act as a liaison between the sales & marketing team and the other of the functional teams participating daily/weekly company performance reviews and providing project status updates to the customer base.

**Responsibilities:**

Serving as a member of the sales & marketing team, you will need familiarity with most of the following:

- Communication Skills
  - Excellent written and verbal presentation skills
  - Strong organizational skills
  - Project management skills
- Computer Skills
  - Accomplished in the use of the MS Office Package (Word, Excel, Outlook, PowerPoint, etc.)
- Technical Capabilities
  - Electrical Control / Power Systems
  - Piping Systems
- Process Knowledge
  - Industrial Processing Technologies
  - Paint Application Technologies

**Description**

**General Responsibilities:**

Customer Service Manager provides quotations and negotiation assistance, technical drawings, technical support, application engineering, project management, customer service and order entry, service/warranty center. The Customer Service Manager is responsible for the management of all customer related programs and support services.

**Essential Job Functions & Accountabilities:**

- Develops and implements strong customer service processes to so that the organization clearly understands and is strongly tied to the company performance metrics.

- Communicate with associates to effectively meet objectives.
- Leads technical resources to provide standard and custom solutions.
- Support our growing domestic and international field sales organization shipping outside the USA. Develops and implements standard processes to comply with international shipping requirements in an efficient and accurate manner.
- Periodically evaluates customer feedback and implement action plans for improvements.
- Monitors and communicates with Operations on-time delivery performance as it relates to standard lead times and customer expectations.
- Manages the service and warranty center working with customers to ensure warranty policies are followed. Works with distributors to resolve customer disputes.
- Builds relationship with senior management and product line management to assist in development of marketing initiatives, new products, and pricing strategies.
- Responsible for pricing entry within JDE.
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## Requirements

### **Education Required:**

College graduate in engineering or Environmental Studies with 10-12 years experience in the industry in sales/marketing functions.

### **Experience Required:**

Experience in customer service or sales including managing people is required. Experience in selling through distribution within in an industry that is heavily weighted to bid and specification project management desired

### **Other Qualifications & Skills Required:**

- Leadership and communication skills
- Computer and data base competence
- Analytical/cognitive ability
- Data driven
- Process oriented
- Understanding of plant operation
- Self Sufficient

### **Resource Management Responsibility**

- o Application Engineering
- o Inside Sales
- o Data Entry
- o Pricing files

- Warranty and service
- Customer Service
- Project management

**Requirements:**

Candidates to have 2-4 yrs field experience. Bachelor's Degree in Electrical or Mechanical Engineering or related field or equivalent work experience.

*Compensation is competitive based upon the candidates knowledge, skills, and abilities. Along with a competitive compensation package, we offer a comprehensive benefit package including medical, dental, 401(k), tuition reimbursement, and much more.*