

## **Customer Service Representative**

Uniroyal Engineered Products is a leading manufacturer of vinyl coated fabrics that are durable, stain resistant, cost-effective alternatives to leather, cloth and other synthetic fabric coverings. The company manufactures automotive, specialty and Naugahyde brand products at its manufacturing plant in Stoughton, Wisconsin.

### **Job Summary**

The **Customer Service Representative** will provide exceptional customer service to our core customers and process incoming customer orders, releases, purchase orders and communicating material availability. Provide premier service and sales support, orders and deliveries.

### **Position Duties and Responsibilities**

- Analyze automotive, industrial and core customer releases and orders. Track yardage and sales.
- Submit production schedule for core customers to be used in the daily production meeting to indicate priorities.
- Coordinate sales report data with the schedule report for shipments and collaborate with production and warehouse on shipments.
- Will review and submit purchase orders/release quantities to Quality department.
- Collaborate with the quality department to release products placed on restrictions to determine compliance with customer specification.
- Manage the Finished Goods obsolescence claims. Verify claim submittal with support documentation.
- Coordinate production scheduling with customer service lead to meet expected customer order due date.
- Assume on-going phone service and internet requests. Respond to email and phone requests from customer's inquiries (re: stock checks, order status, tracking info, ordering memo samples/product cards, etc.).
- Inform customers on availability of material and update spreadsheets for customer review of open orders/requirements.
- Provide customers/carrier with proper custom forms, NAFTA forms, if applicable, packing lists and invoice to customers. Expedite shipments with carriers at best rates and schedule, when required.
- Set up new customer accounts, all 3rd party sample shipments, weekly open order reports for sales, and proforma invoices for the CIA accounts.
- Must comply with IATF and ISO requirements and audits.
- Additional duties as necessary to support sales and customer service

### **Experience, Skills and Abilities**

- Expertise in managing customer concerns in a timely fashion
- Excellent problems solving skills in managing sales orders or order discrepancies
- Ability to multi-task to manage the converging requirements of this role
- Detail oriented to manage the accounting and data entry aspect of the roles
- Strong organization skills to manage follow-ups as necessary in the management of shipments or deliveries to customers

- Candidates with work experience in the automotive industry is preferred
- Expertise with ERP systems, SAP preferred
- Intermediate to advanced Microsoft Office application capabilities
- Excellent communication skills
- Self-starter with the ability to effectively interact with all levels of the organization.

### **Education and Technical Requirements**

- High school or GED and experience in an applicable industry
- Two or more years of customer service experience in a manufacturing environment (automotive preferred)

### **Schedule**

- Monday – Friday | 8:00 AM – 5:00 PM

**Ideal Location:** Stoughton, WI | Only 20 minutes from Madison and Janesville!

All candidates must be willing to submit to any job-related background check, medical exam and drug screen that are required during the hiring process.

***Uniroyal Engineered Products LLC. is an Equal Opportunity Employer.***

***Grow your career with an industry leader!***

***Apply now!***

### **Benefits**

- Health Insurance
- Dental Insurance
- Vision Insurance
- Flexible Spending Account
- Disability Insurance
- Life Insurance
- 401(k)
- 401(k) matching
- Employee assistance program
- Paid time off

### **COVID-19 considerations:**

The Company has additional precautions for the health and safety of all employees and their families including social distancing, temperature monitoring, required face masks, etc.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*