



Customer Service Representative

We are a Northwest Suburban processing plant seeking a service representative responsible for answering order inquiries as well as ensuring on time customer deliveries.

Major Job Accountabilities:

- Respond to customers' order inquiries via phone and email
- Verify purchase order information is correct
- Investigate shipments with missing paperwork
- Assemble late order lists and review with management
- Create expedite tickets and correspond with production and shipping teams
- Verify expedited orders are complete to customers and management
- Dispatch freight companies for customer orders
- Administrative assistance involving invoicing and purchase order creation

Education/Experience/Skills/Qualifications:

- High School Diploma and at least 2 years of work experience or a combination of education and experience that will provide the required knowledge, skills and abilities.
- Able to effectively communicate throughout multiple departments: sales, production, shipping and management
- Excellent organizational skills and ability to Multi-task
- Ability to think critically and communicate responses effectively to customer inquiries
- Skilled in MS Office: i.e. Word, Excel, and Outlook
- Ability to meet crises calmly, and show detail and accuracy
- Ability to work with a minimum supervision, show initiative, flexible, work in a team environment, ability to prioritize multiple tasks and work under deadlines
- Completes requirements for acceptable attendance and dress codes including personal hygiene and other work duties as assigned

Position is Full Time, Monday – Friday

Benefits: Health and Dental, 401K

Responding Candidates may only email resume and cover letter with salary requirements in MS word format to jsundstrom@ndindustries.com only those candidates whose experience best meets our requirements will be contacted.