

# WASHINGTON MILLS

## Customer Service & Sales Administrator

Washington Mills Electro Minerals Corporation  
7780 Stanley Avenue  
Niagara Falls, ON, Canada

### Company Description

Washington Mills is one of the largest producers of high-quality abrasive and fused mineral products in the world. It has facilities throughout the U.S, Canada and Europe and serves a global customer base. Its principal business is the fusing of oxide and carbide minerals in electric arc and Acheson furnaces, as well as the grinding and classifying of the minerals into grains and powders. Established in 1868, Washington Mills continues a long history of excellence in serving raw materials to the abrasive, refractory, ceramic and industrial abrasive markets.

### Job Description

Washington Mills is seeking a well-spoken, detail oriented, and friendly addition to our world class customer service departments. The Customer Service & Sales Administrator retains/attracts customers by answering product and service questions; suggesting information about other products and services; personally following up with customers; as well as processing orders, preparing correspondence, and fulfilling customer needs on time to ensure customer satisfaction. This position also requires coordination of incoming customer orders (domestic, export and rebills) with available on-site product inventory and monitoring the Inventory Control System to alert the necessary personnel when inventories are at critical levels.

### Essential Functions

- Ensures required customer orders are shipped in a timely fashion with the correct documentation and in the right units (drums, super sacks, etc).
- Verifies documentation on customer orders is accurate, namely, price, quantity, currency, units, freight details, requested delivery date, ship to and bill to address
- Handles customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Builds sustainable relationships and trust with customer accounts through open and interactive communication
- Confirms finished product inventory is available to meet customer orders
- Makes management aware of critical incoming orders and coordinates with production personnel to ensure shipments are made in a timely fashion
- Ensures that customer specifications, such as labeling, C of A's, packaging requirements, etc, are passed to the appropriate personnel
- Takes appropriate action to achieve Plant goals.
- Ensures the most cost-effective mode of transportation is used for shipment of all products
- Maintains effective lateral communications with other departments to ensure customer orders are filled in a timely and cost-effective manner
- Provides information to Washington Mills' marketing representatives and Senior Management, as required

- Ensures all customer orders are maintained in an organized fashion, so this information is available when needed
- Prepares and submits summaries of customer orders to allow management to make cost effective decisions
- Prepares all documentation relating to export billings
- Schedules carriers (trucking and rail) for all outgoing orders
- Ensures customs documentation has required information and establishes the required information where none exists.

## Required Skills

- Requires minimum of a Business-Sales and Marketing Diploma and/or 3 years proven customer service experience
- Excellent communication skills including strong phone contact handling and active listening
- Ability to multi-task, prioritize, and manage time effectively
- Experience with computerized inventory systems
- Proficient in data entry with strong computer skills (Excel, Word, PowerPoint) and will be trained to learn various Company business systems to manage all areas of the job
- Experience and understanding of Customs and Excise processes
- Attention to detail skills

## Compensation/Benefits

Washington Mills offers a comprehensive and competitive benefit package and opportunities for career development, including:

- Paid at a rate commensurate with experience
- Company paid medical and dental plans when working thirty hours or more
- Company paid life insurance
- Defined Contribution Pension Plan
- On-site parking
- Immediate paid vacation and holidays
- Family-friendly sick and personal leave

The above statements are intended to describe the general nature and level of work performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skill required by this position. Management retains the discretion to add or change the duties of the position at any time.

*Washington Mills is an Equal Opportunity Employer committed to workforce diversity. M/F/D/V. Qualified minorities, women, individuals with disabilities, and veterans are strongly encouraged to apply at <mailto:emcjobs@washingtonmills.com>.*