

WASHINGTON MILLS

Customer Service Supervisor

Washington Mills

P.O. Box 428

20 North Main Street, North Grafton, MA 01536-0428

Company Description

Washington Mills is one of the largest manufacturers 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. Washington Mills is a family run business and has been in the abrasives business for over 150 years. Washington Mills continues a long history of excellence in serving raw materials to the abrasive, refractory, ceramic and industrial abrasive markets. We are looking for an excellent team member who will enthusiastically carry on our tradition of excellent customer service to our customers and our various manufacturing plants.

Job Description

The Customer Service Supervisor position is a great fit for someone who is a team player, has strong attention to detail skills, is process oriented, and enjoys delivering excellence in customer service. The job requires functional expertise with all processes and communications related to customer orders (order entry, billing, and shipping), as well as assistance in solving problems and handling customer concerns. The job involves leading team members at our various manufacturing locations to drive excellence in the customer service lifecycle including: order processing, solving customer complaints, and developing processes that make it easier for customers and co-workers to deliver an excellent experience for our customers and co-workers. The new hire will also be in close interaction with plant and production managers and salespeople to schedule and manage orders. This position supervises customer service associates and reports to the VP of Sales and Marketing and is in a small office environment.

Essential Functions

- Work as a customer service coordinator in a team environment to complete required tasks and provide the customer with exceptional service, rare travel may be required
- Assist the team in maintaining continual communication with customers via phone and email taking orders, updating order status, certifications, problem resolution and general inquiries
- Coordinate with various production sites and sales team members to fill customer orders and maintain effective lines of communication on product availability
- Take ownership of key accounts and enter customer orders and inter-company transfer orders into ERP system accurately and timely
- Lead our efforts to gather information to record and resolve any customer complaints on a timely basis to improve the customer experience
- Pro-actively manage customer orders and spot opportunities to up-sell as well as steer orders based on plant scheduling
- Assist processing of customer invoicing and filing on a rotated schedule
- Create Bills of Lading, export documentation and labels for shipments
- Process customer invoicing and filing on a rotated schedule
- Maintain office organization and appearance
- Professionally and cheerfully answer the switchboard and greet customers
- Enter, maintain, and report on Key Performance Indicators (KPI)
- Use CRM (Salesforce) to update customer information

Required Skills

- Excellent phone presence and verbal communication skills – a cheerful disposition and enjoy helping others
- Organizational skills, attention to detail and ability to work in a fast-paced environment

- Computer skills, ERP/CRM systems, including proficiency in Microsoft Office
- Customer Service experience desired
- An interest in manufacturing is desired
- Must have a positive, outgoing personality and want to continually improve themselves and us!!

Compensation/Benefits

Washington Mills offers a comprehensive and competitive benefit package including:

- Paid at a rate commensurate with experience
- Medical and dental plans heavily subsidized by Company when working thirty hours or more
- Company paid life and disability insurance
- 401(k) with an employer match at six months and employer discretionary contribution at one year
- On-site parking
- Immediate paid vacation and holidays
- Family-friendly sick and personal leave

The above statement reflects the general details considered necessary to describe principle functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Find this and other open positions on ZipRecruiter or email your resume to graftonjobs@washingtonmills.com

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.

Dated 10/29/2020