



5617 North Basin Avenue · Portland, Oregon 97217-3901
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Position: Customer Service

Status: Non-Exempt

Reporting: Customer Service Manager

Description: Perform customer service functions. Taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met. This position is the Hub for the entire company. Since we both manufacture and distribute packaging, we need to learn and understand how those products are produced. This requires a thirst for knowledge about process improvements necessary to provide the customer the right product, the first time. Each day is different as we never know what customers are going to request, yet the daily tasks remain the same.

Key Responsibilities

- Develops and maintains relationships with internal and external customers and vendors; initiates contact with, and/or responds to customer inquiries regarding accounts, products or services.
- Coordinates and supports information flow within external and internal business.
- Builds or develops order specifications, prices and/or costs, order design.
- Handles multiple tasks simultaneously, using priority management skills.
- Works in a team environment to meet business objectives and goals.
- Demonstrates financial aptitude with the ability to work with numbers accurately.
- Maintains excellent records. Using basic computer skills, including word processing, spreadsheets databases and other applications as necessary.
- Works with other business team members to reconcile customer accounts.
- Investigates and resolves customer complaints using problem solving techniques and sound judgment.
- Pays attention to detail.
- Works with and supports the sales functions in the facility in order to achieve overall customer satisfaction.
- Manage customer inventory, reorder items as needed.

Knowledge and Skills

- Demonstrates competence in word processing, spreadsheets, databases and other applications. Experience with Microsoft Outlook, Word and Excel.
- Ability to present self in a professional manner, take initiative to get the job done.
- Ability to work under pressure, handling multiple tasks in a fast paced environment.
- Demonstrates track record of excellent people skills and desire to work with team members to accomplish business and customer objectives with excellent communication skills both verbal and written.
- Two years of customer service experience preferably in manufacturing or packaging industry.

Office Manager

