

CUSTOMER SERVICE – RIVET OPERATIONS

JOB SUMMARY:

Experienced Customer Service Specialist with Automotive OEM background. Must be professional with great attitude, ability to multi-task and possess effective oral and written communication skills. Ideal candidate will have applied experience with Covisint, order processing and accessing customer specific web portals / programs. Experience with EDI and processing ASN's.

CSS receives and responds to all customer inquiries, lead times, enter orders and relays pertinent order information to customer. Coordinates with other departments to assure timely shipment of orders and communicate appropriate logistic instruction to shipping for customer specified routing.

ESSENTIAL DUTIES:

- Receive customer purchase orders and/or release schedule.
- Enter and maintain customer orders in the business system.
- Maintain customer order documents in Work Front.
- Monitor EDI Data and transmit ASN's.
- Develop and maintain rapport with customers. Respond promptly to inquiries and work to provide the best possible solution.
- Utilize various computer programs – Syspro (Henrob' s business system), Work front, Microsoft products, SharePoint, customer portals – to look up and retrieve customer information, obtain part status, availability and lead-time, and check delivery status.
- Proactive follow up with customer on open order status. Communicate delivery delays to the customer promptly.
- Attend scheduled meetings with operations, project management teams for part availability and new part kick-off.
- Communicate with operations team regarding part delivery issues and delivery schedule changes.
- Coordinate reply to customer requests for various compliance/registration documents with appropriate department(s).
- Support with transportation / logistics including quoting and scheduling of carriers; following up for billing accuracy.
- Confirm with accounting customer accounts flagged over credit limit and assist with resolving past due payment.
- Initiate/enter credit/debit notes in the business system to correct invoice discrepancies and transact customer returns.
- Strong communication skills, both verbal and in writing
- Must have flexibility to come in early or stay late. Alternate on-call after hours and weekends
- Other related duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS:

Revised 9/2018

- Minimum three years of relevant experience dealing with customers
- Minimum 1 year experience using Customer Portals, Covisint preferred
- Excellent telephone manners with good communication and organizational skills
- Proficient PC skills including working knowledge of MS office

DESIRABLE ATTRIBUTES:

- Working knowledge of EDI release/forecast schedules
- Basic understanding of terms and conditions documents/clauses
- Knowledge of International shipping/export requirements
- Financial reconciliation; sales transaction impact to G/L

EDUCATION OR QUALIFICATIONS:

- High School Diploma or equivalent.

PHYSICAL REQUIREMENTS (AS APPLICABLE):

- N/A

Talent Framework

- Individual Contributor