



Star Cutter Company / Star SU LLC Job Description



Job Title: Customer Service Representative

Location: Farmington Hills, MI

Reports to: Inside Sales Manager

Role

The customer service representative position will support the inside sales department in various functions. This job description is intended to describe the general requirements for the performance of this job. It is not a complete statement of duties, responsibilities, or requirements. Other duties not listed here may be assigned.

Responsibilities

- Perform administrative tasks in an effective, professional and gracious manner
- Establish and maintain relationships with current and potential customers
- Research and respond to order status inquiries, expedite requests, inventory and lead time inquiries, sample requests, and pricing/quote requests
- Responsible for order entry and some purchasing functions
- Maintain a close professional relationship and work closely with personnel at the manufacturing facilities
- Resolve customer issues/problems in a timely and professional manner

Knowledge and Skills

- Professional phone etiquette
- Excellent communication skills (verbal, written, and listening skills)
- Strong ability to understand, and execute written and verbal instructions
- Detail-oriented
- Creative and analytical approach to problem solving
- Able to work in a fast-paced environment
- Strong computer skills – knowledge of ERP systems a plus
- Able to take initiative and work in a team setting
- Working knowledge of MS Office products (Outlook, Word, Excel)
- Flexible attitude and acceptance of change

Education Requirements

- Minimum High School Diploma or GED
- Post-secondary Degree in Business preferred

Experience Requirements

- 2-5 years in customer service in a manufacturing setting preferred

Submit resume to:

Star Cutter Company
Human Resources Department
4210 Doyle Drive
Lewiston, MI 49756
hr@starcutter.com