

Customer Service Rep-Wood Industry

Company: [ATC Panels, Inc.](#)

Description

ATC Panels, a rapidly growing international manufacturer of wood composite panels is seeking a Customer Service Representative for our corporate office located just South of Cary, in Moncure, NC. This role services current and prospective customers, from initial inquiry to order entry and on through delivery of the product.

RESPONSIBILITIES:

- *Provide customer service that exceeds the customers' expectations. Establish and maintain a rapport with customers by knowing their needs, our products and mill capabilities.
- *Take ownership for the entire order entry process. Orders must be entered accurately and in a timely manner. Respond to all issues relating to customer orders. Inform customer of any production or transportation delays. Resolve customer order issues, claims or invoice issues.
- *Assist in managing allocations when conditions require and in managing customer expectations.
- *Coordinate with mill schedulers on order changes to prevent errors or delays.
- *Communicate clearly with sales team on customer issues or inquiries.
- *Support team in management of customer pricing and order quoting.
- *Maintain the customer master file and ensure all team members have updated customer specific information such as pricing, terms, A/R status and freight quoting.

Requirements

- *4 year college degree required, wood related field preferred
- *1+ years customer service experience in a manufacturing environment, wood products industry desired
- *Detail oriented, strong organizational skills, ability to prioritize, multi task and work in a dynamic environment
- *Excellent interpersonal skills and ability to develop strong rapport with customers
- *Strong Microsoft Office skills

ATC Panels offers a competitive benefit package including medical and dental insurance, 401K plan with a company match, life insurance, short-term and long-term disability, flexible spending account, tuition reimbursement and vacation days.

To apply, email resume to: aps4u@bellsouth.net. To find out more information about ATC Panels, please visit our website at www.atcpanels.com.