Customer Service Representative

KHS is a subsidiary of Salzgitter AG. As one of the world's leading manufacturers of filling and packaging systems for beverages and liquid food we are a world-class player. Our customers have trusted in our passionate pioneering spirit and first-class technologies for over 150 years. However, we can only remain world class if we continue to find new employees who make just as high demands of themselves and the quality of their work as our customers make of us at KHS. Are you one of them?

Location: Waukesha | Wisconsin | USA

Your Tasks

- Receive customer inquiries or orders via phone/email and add to CRM Systems (SAP Cloud)
- Process customer quotes within Enterprise Resource Planning (ERP) system. Works closely with cross functional teams; Production Control & Purchasing to determine scheduling and pricing.
- Process and confirm parts orders for customers. Verifies credit terms and credit status at time of order. Works closely with cross functional teams: Accounting if orders have payment terms other than Net 30.
- Logs after-hour calls in CRM Systems (SAP Cloud) as needed for After Sales profitability.
- Manage and track order status for customer portfolio. Continued follow ups with customer until time of delivery.
- Manage all electronic filing of order documents in CRM Systems (SAP Cloud).
- Participates in regular rotating weekly schedule of 24/7 on-call non-business hours support. The team works together to generate a schedule that works for everyone.
- Process warranty claims and any applicable credit memos.
- Proactively contacts customers within assigned region.
- Maintains customer's information in SAP Enterprise Resource Planning system. This includes but is not limited to: Contacts, payment terms, incoterms, shipping information.

Your Qualifications

- An associate degree of equivalent from a two-year college or technical school
- Five years or experience in customer service or parts sales for mechanical equipment; or an equivalent combination of education and experience.

Benefits

- Medical, Dental, Vision insurance offered at 30 days of employment
- Generous Educational Reimbursement program
- On-call premium of two (2) hours of OT per customer call while participating in the 24/7 on-call program
- Company sponsored Life and Disability Insurance
- Paid Time Off
- Ten (10) Paid Holidays per year
- 401K with Company Match

In order to ensure our success in the future, too, we need first-class employees – and we also have plenty to offer them.

Kontakt:

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