

Customer Service Analyst

Statesville, North Carolina

ESSENTIAL DUTIES & RESPONSIBILITIES:

This position is responsible for representing AmesburyTruth when working with Sales, Marketing and Operations. The primary objective is to manage the process for Transitions, ensuring that key elements are addressed and resolved. Their role is to manage the customer element and coordinate with manufacturing operations in order to make the transition to a new product as seamless as possible. A conversion is the process that converts business from a competitor to AmesburyTruth or that converts a customer from using one AmesburyTruth product to another. Post conversion, the transition facilitates the customer's ability to move from one production to the new product and considers inventory implications including time lines, cost and buildup of inventory.

This position also serves as an expeditor, facilitating critical customer requirements through production and shipping on a daily basis. Working directly with the CS Team and Sales to determine requirements and relay of information to the Operations and GSC teams for prioritization. Responsibility includes tracking the progress of critical orders and providing updates both internally and externally to facilitate communication ensure execution.

Responsibilities include but are not limited to:

- Coordination of customer requirements in support of the transition/expedite/triage processes.
- Facilitate communication between sales and the operations teams to minimize risk of excess inventory, expediting costs and minimizing risk
- This individual needs to understand the policies and procedures and to use them as a guideline in daily tasks.
- Audit process for continuous improvement and cost control.

Principal Accountabilities

- Review all transition and expedite requests for scope and determine key stakeholders needed to support the request.
- Support teams in gathering relative facts and data and assessing that all requirements have been adequately reviewed.
- Develop key activities, tasks and tools needed to successfully execute the transition and expedite process.
- Primary contact for all inter/intracompany and supplier transitions that impact the customer and where products are sourced.

KNOWLEDGE / SKILLS / ABILITIES:

- Must demonstrate proficiency in Microsoft Office Word and Excel
- Strong written and verbal skills - this position is directly responsible for communicating by phone and email and the ability to lead teams.
- Ability to take sufficient note taking during escalation meetings since meetings are often quick and full of details.
- Experience with ERP systems within a manufacturing environment preferred.
- Requires the ability to handle multiple high priority projects at any given time
- Strong work ethic, ability to team work, reliable.
- Able to demonstrate leadership, organizational and problem solving skills.
- Strong communication skills.

QUALIFICATIONS / PRIOR EXPERIENCE:

- Two to five years of experience in a customer service role preferred
- Two to five years of ERP experience

WORK ENVIRONMENT/OTHER REQUIREMENTS:

- This position will be required to work with teams across the AmesburyTruth enterprise and on occasion, may be requested to travel to other facilities as necessary.
- The incumbent is required to practice good housekeeping skills and follow all company safety policies.

The above statement reflects the general details considered necessary to describe the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Interested candidates please send your resume to Maren McCleish at maren.mccleish@amesburytruth.com by July 20th.