



Date: January 15, 2021

Position: Customer Service Representative

Location: Slidell, LA

Work Schedule: M-F 8 am-5pm

To apply: Send Resume and Cover Letter to careers@gaylordchem.com

Customer Service Representative

The basic duties are to ensure the prompt, accurate processing and delivery of all customer orders, to maintain availability of rolling stock, maintain availability of adequate inventories and to coordinate with manufacturing and salesman as needed.

RESPONSIBILITIES

- Process customer orders, ensuring accurate, proper and timely shipment and billing.
- Inputs orders into CHEMPAX, the current ERP system.
- Maintain and manage warehouse inventory.
- Communicate with sales people, plant, and customers as required regarding problems, activity, or special needs.
- Review Freight Bills for accuracy, appropriateness, and determination of cost allocation.
- Maintain contact with truck, ISO Tank Container and Freight Forwarding vendors to ensure the best quality of service at the best price.
- Facilitate with quality and safety investigations resulting in QIR (Quality Incident Report).
- Coordinate Freight Forwarder(s) and Insurance Broker for proper coverage for cargo.
- Arrange for customer returns of product, ensuring proper approvals, and quality of product before issuing credits.
- Be on call after hours and weekends on a rotating basis.
- Pursue necessary education and/or training to be knowledgeable about "DOT" and International shipping requirements.
- Provides sales support to sales personnel including, but not limited to, simple price quotes to customers, sample processing, setting up new customers into CHEMPAX, etc.

EDUCATION

- High School Diploma or equivalent. Associate's Degree preferred.
- Training in HMTUSA requirements (Hazardous Materials Transportation Uniform Safety Act) is preferred.



EXPERIENCE

- Minimum of (3) years of experience in customer service, order entry and invoicing of industrial products.
- Experience in shipping coordination of industrial goods; preferably, of domestic and international shipping.
- Excellent invoicing and data entry skills with attention to detail with a strong ability to prioritize, organize and multi-task within a fast-paced environment.
- Experience with an E-commerce ERP system preferred, but not required.
- Excellent oral and written communication skills.
- Solid Microsoft Office skills; experience in working with internet tools
- Ability to identify problems or potential problems and develop and implements solutions.

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Gaylord Chemical is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, pregnancy, genetic conditions, status as a protected veteran, or status as a qualified individual with a disability.

